

Enterprise Incident Report May 2012

As of 6/4/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	8 8	0 0	8 8
		Paul Lundell	0 0	5 1	0 0	5 1
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	27 10	0 0	27 10
	Application Support - CATS IV	Janice Folsom	0 0	1 0	0 0	1 0
		Joyce Witbeck	0 0	0 0	1 0	1 0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0	1 0	1 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	2 0	0 0	2 0
		Randall Ottesen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - CUBS	Bret Baker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Data Warehouse	Blaine Campbell	0 0	1 0	0 0	1 0
		Shana Woodall	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Application Support - DBA	Eric Swain	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - EFIND	Anhkim Le	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - EREP Systems	David Moffitt	1 0	8 1	0 0	9 1

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP Systems	Assigned to Individual Total	1	8	0	9
			0	1	0	1
	Application Support - MyCase	Ilya Oyzerskiy	0	15	0	15
			0	4	0	4
		Assigned to Individual Total	0	15	0	15
			0	4	0	4
	Application Support - Single Signon	Lori Newren	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Application Support - UI Web	Brandon Woolsey	0	1	0	1
			0	0	0	0
		Eric Hardy	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Application Support - UWORKS	Eric Strong	0	12	0	12
			0	0	0	0
		Jeff Pryor	0	7	0	7
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Shane Otvos	0	59	0	59
			0	1	0	1
		Assigned to Individual Total	0	79	0	79
			0	1	0	1
	Application Support - Web Dev	Chad Thompson	0	3	0	3
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Web Dev	Christopher Schalk	0 0	4 0	0 0	4 0
		Dave Clark	0 0	3 0	0 0	3 0
		Justin Miller	1 0	2 0	0 0	3 0
		None	0 0	20 1	0 0	20 1
		Assigned to Individual Total	1 0	32 1	0 0	33 1
	Capitol Hosting	Doug Law	0 0	2 0	0 0	2 0
		Kyle Burkhardt	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	9 9	0 0	9 9
		Eileen Dubach	0 0	1 1	0 0	1 1
		James Stearns	0 0	10 10	0 0	10 10
		Julie VanBeekum	0 0	7 7	0 0	7 7
		Vicky Marrelli	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	33 33	0 0	33 33

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0	28 4	0 0	28 4
		Burton Brown	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	18 1	0 0	18 1
		Eric Sedgwick	0 0	2 0	2 0	4 0
		Jared Thompson	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	24 3	0 0	24 3
		Mike Beynon	0 0	8 1	0 0	8 1
		Mike Wilde	0 0	41 9	0 0	41 9
		Robert Wall	0 0	14 8	0 0	14 8
		Tracy VanderVaart	0 0	37 0	0 0	37 0
		Assigned to Individual Total	0 0	175 26	2 0	177 26
	Metro A Help Desk	Cindy Schroeder	0 0	168 137	0 0	168 137
		Ed Conrad	0 0	166 152	0 0	166 152
		Liz Evans	0 0	146 128	0 0	146 128

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	480	0	480
			0	417	0	417
	Metro A Hosting	Keith Scholl	0	7	0	7
			0	0	0	0
		Thomas P Jones	0	2	0	2
			0	0	0	0
		Tom Carney	2	9	2	13
			0	0	0	0
		Assigned to Individual Total	2	18	2	22
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	43	0	43
			0	29	0	29
		Bill Crowther	0	3	0	3
			0	0	0	0
		Jay Locker	0	15	0	15
			0	0	0	0
		Ken Bolkcom	0	14	0	14
			0	0	0	0
		Michael Barth	0	6	0	6
			0	0	0	0
		Peter Musser	0	8	0	8
			0	2	0	2
		Sean Chadbourne	0	1	0	1
			0	0	0	0
		Stephanie Young	0	22	0	22
			0	17	0	17
		Tyler Pearce	0	7	0	7
			0	2	0	2

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	119	0	119
			0	50	0	50
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	1	0	1
		Gavin Barney	0	1	0	1
			0	1	0	1
		Torri Randa	0	1	0	1
			0	1	0	1
		Val Shepherd	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	3	0	3
	Metro C Help Desk	Reed Stohel	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Network Operations	Brian Chatwin	2	3	0	5
			0	0	0	0
		Dave Bodily	0	10	0	10
			0	0	0	0
		Assigned to Individual Total	2	13	0	15
			0	0	0	0
	Operations Production Control	Cal Brinton	0	10	0	10
			0	9	0	9
		Christie Burnham	0	134	0	134
			0	132	0	132
		Duane Hardy	0	24	0	24
			0	20	0	20

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0	168	0	168
			0	161	0	161
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	1	0	1
		Jay Barfuss	0	3	0	3
			0	3	0	3
		Jeremy Standifird	0	20	0	20
			0	0	0	0
		Jessica Purcell	0	18	0	18
			0	11	0	11
		Paul Petersen	0	10	0	10
			0	2	0	2
		Rod Montoya	0	37	0	37
			0	34	0	34
		Ron LeBaron	0	8	0	8
			0	3	0	3
		Todd Hardy	0	5	0	5
			0	5	0	5
		Troy Morris	0	4	1	5
			0	1	1	2
		Assigned to Individual Total	0	106	1	107
			0	60	1	61
	Rural North Desktop Support	Dane Smith	0	5	0	5
			0	0	0	0
		Don Higgs	0	11	0	11
			0	11	0	11
		Kelly Warren	0	1	0	1
			0	1	0	1

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			High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	0	22	0	22
			0	22	0	22
		Neil Smedley	0	25	0	25
			0	13	0	13
		Rodney Peterson	0	6	0	6
			0	2	0	2
		Ruston McKay	0	35	0	35
			0	35	0	35
	Rural South Desktop Support	Ryan Casey	0	1	0	1
			0	0	0	0
		Wayne Higgs	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	107	0	107
			0	84	0	84
	Rural South Desktop Support	Doug Chaston	0	12	0	12
			0	10	0	10
		Doug Thornton	0	5	0	5
			0	3	0	3
		Joel Finlinson	0	4	0	4
			0	4	0	4
		Lance Nay	0	20	0	20
			0	18	0	18
	Rural South Desktop Support	Lane Adams	0	7	0	7
			0	0	0	0
		Meladye Shively	0	3	0	3
			0	0	0	0
	Rural South Desktop Support	Ryan Bennett	0	5	0	5
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	20 1	0 0	20 1
		Assigned to Individual Total	0 0	76 36	0 0	76 36
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Engineering	Julie Johnson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	1 0	10 0	0 0	11 0
		Julie Sabato	0 0	4 0	0 0	4 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Kelly L Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	4 0	0 0	4 0
		Romanza Hamblin Sorensen	0 0	20 12	1 0	21 12
		Assigned to Individual Total	1 0	42 12	1 0	44 12
	Voice/Data/WAN Services	Art Scott	0 0	2 1	0 0	2 1

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			High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Jana Gunnell	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 0	0 0	3 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Assigned Group Total		7 0	1,540 908	7 1	1,554 909
Customer Company Total			7 0	1,540 908	7 1	1,554 909

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	2 1	0 0	2 1
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	8 1	0 0	8 1
		Paul Lundell	0 0	5 0	0 0	5 0
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	27 3	0 0	27 3
	Application Support - CATS IV	Janice Folsom	0 0	1 0	0 0	1 0
		Joyce Witbeck	0 0	0 0	1 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0	1 0	1 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	2 0	0 0	2 0
		Randall Ottesen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - CUBS	Bret Baker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Data Warehouse	Blaine Campbell	0 0	1 0	0 0	1 0
		Shana Woodall	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Application Support - DBA	Eric Swain	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Application Support - EREP Systems	David Moffitt	1 0	8 2	0 0	9 2

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP Systems	Assigned to Individual Total	1 0	8 2	0 0	9 2
	Application Support - MyCase	Ilya Oyzerskiy	0 0	15 5	0 0	15 5
		Assigned to Individual Total	0 0	15 5	0 0	15 5
	Application Support - Single Signon	Lori Newren	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - UI Web	Brandon Woolsey	0 0	1 0	0 0	1 0
		Eric Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - UWORKS	Eric Strong	0 0	12 8	0 0	12 8
		Jeff Pryor	0 0	7 3	0 0	7 3
		None	0 0	1 0	0 0	1 0
		Shane Otvos	0 0	59 19	0 0	59 19
		Assigned to Individual Total	0 0	79 30	0 0	79 30
	Application Support - Web Dev	Chad Thompson	0 0	3 1	0 0	3 1

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Web Dev	Christopher Schalk	0 0	4 2	0 0	4 2
		Dave Clark	0 0	3 0	0 0	3 0
		Justin Miller	1 0	2 1	0 0	3 1
		None	0 0	20 0	0 0	20 0
		Assigned to Individual Total	1 0	32 4	0 0	33 4
	Capitol Hosting	Doug Law	0 0	2 2	0 0	2 2
		Kyle Burkhardt	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Help Desk	Brenda Treadway	0 0	9 0	0 0	9 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	10 0	0 0	10 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	33 0	0 0	33 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0	28 0	0 0	28 0
		Burton Brown	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	18 0	0 0	18 0
		Eric Sedgwick	0 0	2 0	2 0	4 0
		Jared Thompson	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	24 1	0 0	24 1
		Mike Beynon	0 0	8 0	0 0	8 0
		Mike Wilde	0 0	41 0	0 0	41 0
		Robert Wall	0 0	14 0	0 0	14 0
		Tracy VanderVaart	0 0	37 1	0 0	37 1
		Assigned to Individual Total	0 0	175 2	2 0	177 2
	Metro A Help Desk	Cindy Schroeder	0 0	168 0	0 0	168 0
		Ed Conrad	0 0	166 0	0 0	166 0
		Liz Evans	0 0	146 1	0 0	146 1

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			High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	480	0	480
			0	1	0	1
	Metro A Hosting	Keith Scholl	0	7	0	7
			0	0	0	0
		Thomas P Jones	0	2	0	2
			0	0	0	0
		Tom Carney	2	9	2	13
			0	0	1	1
		Assigned to Individual Total	2	18	2	22
			0	0	1	1
	Metro B Desktop Support	Anthony Booyse	0	43	0	43
			0	0	0	0
		Bill Crowther	0	3	0	3
			0	0	0	0
		Jay Locker	0	15	0	15
			0	0	0	0
		Ken Bolkcom	0	14	0	14
			0	0	0	0
		Michael Barth	0	6	0	6
			0	0	0	0
		Peter Musser	0	8	0	8
			0	0	0	0
		Sean Chadbourne	0	1	0	1
			0	0	0	0
		Stephanie Young	0	22	0	22
			0	0	0	0
		Tyler Pearce	0	7	0	7
			0	0	0	0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	119	0	119
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	0	0	0
		Gavin Barney	0	1	0	1
			0	0	0	0
		Torri Randa	0	1	0	1
			0	0	0	0
		Val Shepherd	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Help Desk	Reed Stohel	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Network Operations	Brian Chatwin	2	3	0	5
			0	0	0	0
		Dave Bodily	0	10	0	10
			0	0	0	0
		Assigned to Individual Total	2	13	0	15
			0	0	0	0
	Operations Production Control	Cal Brinton	0	10	0	10
			0	0	0	0
		Christie Burnham	0	134	0	134
			0	0	0	0
		Duane Hardy	0	24	0	24
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0	168	0	168
			0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0
		Jay Barfuss	0	3	0	3
			0	0	0	0
		Jeremy Standifird	0	20	0	20
			0	0	0	0
		Jessica Purcell	0	18	0	18
			0	0	0	0
		Paul Petersen	0	10	0	10
			0	0	0	0
		Rod Montoya	0	37	0	37
			0	1	0	1
		Ron LeBaron	0	8	0	8
			0	0	0	0
		Todd Hardy	0	5	0	5
			0	0	0	0
		Troy Morris	0	4	1	5
			0	0	0	0
		Assigned to Individual Total	0	106	1	107
			0	1	0	1
	Rural North Desktop Support	Dane Smith	0	5	0	5
			0	0	0	0
		Don Higgs	0	11	0	11
			0	1	0	1
		Kelly Warren	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Kim Ratuszniak	0 0	22 0	0 0	22 0
		Neil Smedley	0 0	25 0	0 0	25 0
		Rodney Peterson	0 0	6 1	0 0	6 1
		Ruston McKay	0 0	35 0	0 0	35 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	107 2	0 0	107 2
	Rural South Desktop Support	Doug Chaston	0 0	12 1	0 0	12 1
		Doug Thornton	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	4 0	0 0	4 0
		Lance Nay	0 0	20 0	0 0	20 0
		Lane Adams	0 0	7 0	0 0	7 0
		Meladye Shively	0 0	3 1	0 0	3 1
		Ryan Bennett	0 0	5 0	0 0	5 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	20 0	0 0	20 0
		Assigned to Individual Total	0 0	76 2	0 0	76 2
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Engineering	Julie Johnson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	1 0	10 0	0 0	11 0
		Julie Sabato	0 0	4 0	0 0	4 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Kelly L Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	4 0	0 0	4 0
		Romanza Hamblin Sorensen	0 0	20 0	1 0	21 0
		Assigned to Individual Total	1 0	42 0	1 0	44 0
	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Jana Gunnell	0 0	1 1	0 0	1 1
		Mike Johnson	0 0	3 0	0 0	3 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Assigned Group Total		7 0	1,540 60	7 1	1,554 61
Customer Company Total			7 0	1,540 60	7 1	1,554 61

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	3 0.51	0 0.00	3 0.51
		Danielle Hood	0 0.00	1 2.64	0 0.00	1 2.64
		Dustin Crump	0 0.00	2 1.26	0 0.00	2 1.26
		Ken Ainge	0 0.00	1 0.00	0 0.00	1 0.00
		Martin Gonzalez	0 0.00	8 0.62	0 0.00	8 0.62
		Paul Lundell	0 0.00	5 0.31	0 0.00	5 0.31
		Terry Forsgren	0 0.00	1 0.00	0 0.00	1 0.00
		Tony Larsen	0 0.00	6 0.20	0 0.00	6 0.20
		Assigned to Individual Total	0 0.00	27 0.53	0 0.00	27 0.53
	Application Support - CATS IV	Janice Folsom	0 0.00	1 0.14	0 0.00	1 0.14
		Joyce Witbeck	0 0.00	0 0.00	1 0.67	1 0.67

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0.00	1 0.14	1 0.67	2 0.40
	Application Support - Content Manager	Nate Olson	0 0.00	2 0.16	0 0.00	2 0.16
		Randall Ottesen	0 0.00	5 0.05	0 0.00	5 0.05
		Assigned to Individual Total	0 0.00	7 0.08	0 0.00	7 0.08
	Application Support - CUBS	Bret Baker	0 0.00	1 0.53	0 0.00	1 0.53
		Assigned to Individual Total	0 0.00	1 0.53	0 0.00	1 0.53
	Application Support - Data Warehouse	Blaine Campbell	0 0.00	1 0.00	0 0.00	1 0.00
		Shana Woodall	0 0.00	2 0.96	0 0.00	2 0.96
		Assigned to Individual Total	0 0.00	3 0.64	0 0.00	3 0.64
	Application Support - DBA	Eric Swain	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Application Support - EFIND	Anhkim Le	0 0.00	3 9.75	0 0.00	3 9.75
		Assigned to Individual Total	0 0.00	3 9.75	0 0.00	3 9.75
	Application Support - EREP Systems	David Moffitt	1 0.13	8 11.99	0 0.00	9 10.67

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EREP Systems	Assigned to Individual Total	1 0.13	8 11.99	0 0.00	9 10.67
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	15 1.01	0 0.00	15 1.01
		Assigned to Individual Total	0 0.00	15 1.01	0 0.00	15 1.01
	Application Support - Single Signon	Lori Newren	0 0.00	2 0.62	0 0.00	2 0.62
		Assigned to Individual Total	0 0.00	2 0.62	0 0.00	2 0.62
	Application Support - UI Web	Brandon Woolsey	0 0.00	1 0.14	0 0.00	1 0.14
		Eric Hardy	0 0.00	1 1.17	0 0.00	1 1.17
		Assigned to Individual Total	0 0.00	2 0.66	0 0.00	2 0.66
	Application Support - UWORKS	Eric Strong	0 0.00	12 2.02	0 0.00	12 2.02
		Jeff Pryor	0 0.00	7 1.28	0 0.00	7 1.28
		None	0 0.00	1 0.31	0 0.00	1 0.31
		Shane Otvos	0 0.00	59 0.89	0 0.00	59 0.89
		Assigned to Individual Total	0 0.00	79 1.09	0 0.00	79 1.09
	Application Support - Web Dev	Chad Thompson	0 0.00	3 0.34	0 0.00	3 0.34

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Web Dev	Christopher Schalk	0 0.00	4 1.12	0 0.00	4 1.12
		Dave Clark	0 0.00	3 0.07	0 0.00	3 0.07
		Justin Miller	1 0.93	2 1.84	0 0.00	3 1.53
		None	0 0.00	20 0.00	0 0.00	20 0.00
		Assigned to Individual Total	1 0.93	32 0.29	0 0.00	33 0.31
	Capitol Hosting	Doug Law	0 0.00	2 11.19	0 0.00	2 11.19
		Kyle Burkhardt	0 0.00	2 0.53	0 0.00	2 0.53
		Assigned to Individual Total	0 0.00	4 5.86	0 0.00	4 5.86
	Help Desk	Brenda Treadway	0 0.00	9 0.04	0 0.00	9 0.04
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	10 0.00	0 0.00	10 0.00
		Julie VanBeekum	0 0.00	7 0.00	0 0.00	7 0.00
		Vicky Marrelli	0 0.00	6 0.04	0 0.00	6 0.04
		Assigned to Individual Total	0 0.00	33 0.02	0 0.00	33 0.02

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0.00	28 0.09	0 0.00	28 0.09
		Burton Brown	0 0.00	1 0.12	0 0.00	1 0.12
		Edward Fortner	0 0.00	18 0.13	0 0.00	18 0.13
		Eric Sedgwick	0 0.00	2 0.10	2 0.47	4 0.29
		Jared Thompson	0 0.00	2 0.01	0 0.00	2 0.01
		Kraig Ellis	0 0.00	24 0.37	0 0.00	24 0.37
		Mike Beynon	0 0.00	8 0.08	0 0.00	8 0.08
		Mike Wilde	0 0.00	41 0.08	0 0.00	41 0.08
		Robert Wall	0 0.00	14 0.05	0 0.00	14 0.05
		Tracy VanderVaart	0 0.00	37 0.12	0 0.00	37 0.12
		Assigned to Individual Total	0 0.00	175 0.13	2 0.47	177 0.14
	Metro A Help Desk	Cindy Schroeder	0 0.00	168 0.01	0 0.00	168 0.01
		Ed Conrad	0 0.00	166 0.01	0 0.00	166 0.01
		Liz Evans	0 0.00	146 0.02	0 0.00	146 0.02

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0 0.00	480 0.01	0 0.00	480 0.01
	Metro A Hosting	Keith Scholl	0 0.00	7 0.00	0 0.00	7 0.00
		Thomas P Jones	0 0.00	2 0.17	0 0.00	2 0.17
		Tom Carney	2 0.39	9 0.15	2 0.54	13 0.25
		Assigned to Individual Total	2 0.39	18 0.09	2 0.54	22 0.16
	Metro B Desktop Support	Anthony Booyse	0 0.00	43 0.01	0 0.00	43 0.01
		Bill Crowther	0 0.00	3 0.16	0 0.00	3 0.16
		Jay Locker	0 0.00	15 0.01	0 0.00	15 0.01
		Ken Bolkcom	0 0.00	14 0.07	0 0.00	14 0.07
		Michael Barth	0 0.00	6 0.11	0 0.00	6 0.11
		Peter Musser	0 0.00	8 0.01	0 0.00	8 0.01
		Sean Chadbourne	0 0.00	1 0.12	0 0.00	1 0.12
		Stephanie Young	0 0.00	22 0.02	0 0.00	22 0.02
		Tyler Pearce	0 0.00	7 0.02	0 0.00	7 0.02

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0 0.00	119 0.03	0 0.00	119 0.03
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Gavin Barney	0 0.00	1 0.00	0 0.00	1 0.00
		Torri Randa	0 0.00	1 0.00	0 0.00	1 0.00
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	2 0.00	3 0.13	0 0.00	5 0.08
		Dave Bodily	0 0.00	10 0.01	0 0.00	10 0.01
		Assigned to Individual Total	2 0.00	13 0.04	0 0.00	15 0.04
	Operations Production Control	Cal Brinton	0 0.00	10 0.04	0 0.00	10 0.04
		Christie Burnham	0 0.00	134 0.00	0 0.00	134 0.00
		Duane Hardy	0 0.00	24 0.06	0 0.00	24 0.06

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0 0.00	168 0.01	0 0.00	168 0.01
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	3 0.00	0 0.00	3 0.00
		Jeremy Standifird	0 0.00	20 0.02	0 0.00	20 0.02
		Jessica Purcell	0 0.00	18 0.00	0 0.00	18 0.00
		Paul Petersen	0 0.00	10 0.04	0 0.00	10 0.04
		Rod Montoya	0 0.00	37 0.05	0 0.00	37 0.05
		Ron LeBaron	0 0.00	8 0.09	0 0.00	8 0.09
		Todd Hardy	0 0.00	5 0.00	0 0.00	5 0.00
		Troy Morris	0 0.00	4 0.02	1 0.00	5 0.02
		Assigned to Individual Total	0 0.00	106 0.03	1 0.00	107 0.03
	Rural North Desktop Support	Dane Smith	0 0.00	5 0.03	0 0.00	5 0.03
		Don Higgs	0 0.00	11 0.31	0 0.00	11 0.31
		Kelly Warren	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	0 0.00	22 0.02	0 0.00	22 0.02
		Neil Smedley	0 0.00	25 0.22	0 0.00	25 0.22
		Rodney Peterson	0 0.00	6 0.23	0 0.00	6 0.23
		Ruston McKay	0 0.00	35 0.01	0 0.00	35 0.01
		Ryan Casey	0 0.00	1 0.70	0 0.00	1 0.70
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	107 0.11	0 0.00	107 0.11
	Rural South Desktop Support	Doug Chaston	0 0.00	12 0.10	0 0.00	12 0.10
		Doug Thornton	0 0.00	5 0.15	0 0.00	5 0.15
		Joel Finlinson	0 0.00	4 0.00	0 0.00	4 0.00
		Lance Nay	0 0.00	20 0.00	0 0.00	20 0.00
		Lane Adams	0 0.00	7 0.11	0 0.00	7 0.11
		Meladye Shively	0 0.00	3 1.00	0 0.00	3 1.00
		Ryan Bennett	0 0.00	5 0.19	0 0.00	5 0.19

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0.00	20 0.21	0 0.00	20 0.21
		Assigned to Individual Total	0 0.00	76 0.14	0 0.00	76 0.14
	Strategic Communications	Luis Larios	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	1 0.33	0 0.00	1 0.33
	Voice Engineering	Julie Johnson	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Voice Operations	Gail Christiansen	1 0.07	10 0.28	0 0.00	11 0.26
		Julie Sabato	0 0.00	4 0.24	0 0.00	4 0.24
		Kelly Johnson	0 0.00	1 0.11	0 0.00	1 0.11
		Kelly L Johnson	0 0.00	3 0.25	0 0.00	3 0.25
		Leon Owen	0 0.00	4 0.19	0 0.00	4 0.19
		Romanza Hamblin Sorensen	0 0.00	20 0.21	1 0.12	21 0.20
		Assigned to Individual Total	1 0.07	42 0.23	1 0.12	44 0.22
	Voice/Data/WAN Services	Art Scott	0 0.00	2 0.07	0 0.00	2 0.07

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.27	0 0.00	2 0.27
		Jana Gunnell	0 0.00	1 1.55	0 0.00	1 1.55
		Mike Johnson	0 0.00	3 0.20	0 0.00	3 0.20
		T Artis	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	9 0.32	0 0.00	9 0.32
	Assigned Group Total		7 0.27	1,540 0.23	7 0.40	1,554 0.23
Customer Company Total			7 0.27	1,540 0.23	7 0.40	1,554 0.23

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Ken Ainge	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	8 2	0 0	8 2
		Paul Lundell	0 0	5 0	0 0	5 0
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	27 3	0 0	27 3
	Application Support - CATS IV	Janice Folsom	0 0	1 1	0 0	1 1
		Joyce Witbeck	0 0	0 0	1 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0	1 1	1 0	2 1
	Application Support - Content Manager	Nate Olson	0 0	2 0	0 0	2 0
		Randall Ottesen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - CUBS	Bret Baker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Data Warehouse	Blaine Campbell	0 0	1 0	0 0	1 0
		Shana Woodall	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - DBA	Eric Swain	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Application Support - EREP Systems	David Moffitt	1 0	8 3	0 0	9 3

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EREP Systems	Assigned to Individual Total	1 0	8 3	0 0	9 3
	Application Support - MyCase	Ilya Oyzerskiy	0 0	15 1	0 0	15 1
		Assigned to Individual Total	0 0	15 1	0 0	15 1
	Application Support - Single Signon	Lori Newren	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - UI Web	Brandon Woolsey	0 0	1 0	0 0	1 0
		Eric Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - UWORKS	Eric Strong	0 0	12 2	0 0	12 2
		Jeff Pryor	0 0	7 0	0 0	7 0
		None	0 0	1 0	0 0	1 0
		Shane Otvos	0 0	59 2	0 0	59 2
		Assigned to Individual Total	0 0	79 4	0 0	79 4
	Application Support - Web Dev	Chad Thompson	0 0	3 0	0 0	3 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Web Dev	Christopher Schalk	0 0	4 0	0 0	4 0
		Dave Clark	0 0	3 0	0 0	3 0
		Justin Miller	1 0	2 0	0 0	3 0
		None	0 0	20 0	0 0	20 0
		Assigned to Individual Total	1 0	32 0	0 0	33 0
	Capitol Hosting	Doug Law	0 0	2 2	0 0	2 2
		Kyle Burkhardt	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Help Desk	Brenda Treadway	0 0	9 0	0 0	9 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	10 0	0 0	10 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	33 0	0 0	33 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0	28 0	0 0	28 0
		Burton Brown	0 0	1 0	0 0	1 0
		Edward Fortner	0 0	18 1	0 0	18 1
		Eric Sedgwick	0 0	2 0	2 0	4 0
		Jared Thompson	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	24 2	0 0	24 2
		Mike Beynon	0 0	8 0	0 0	8 0
		Mike Wilde	0 0	41 1	0 0	41 1
		Robert Wall	0 0	14 0	0 0	14 0
		Tracy VanderVaart	0 0	37 0	0 0	37 0
		Assigned to Individual Total	0 0	175 4	2 0	177 4
	Metro A Help Desk	Cindy Schroeder	0 0	168 1	0 0	168 1
		Ed Conrad	0 0	166 0	0 0	166 0
		Liz Evans	0 0	146 0	0 0	146 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0	480	0	480
			0	1	0	1
	Metro A Hosting	Keith Scholl	0	7	0	7
			0	0	0	0
		Thomas P Jones	0	2	0	2
			0	0	0	0
		Tom Carney	2	9	2	13
			0	0	0	0
		Assigned to Individual Total	2	18	2	22
			0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	43	0	43
			0	0	0	0
		Bill Crowther	0	3	0	3
			0	0	0	0
		Jay Locker	0	15	0	15
			0	0	0	0
		Ken Bolkcom	0	14	0	14
			0	0	0	0
		Michael Barth	0	6	0	6
			0	2	0	2
		Peter Musser	0	8	0	8
			0	1	0	1
		Sean Chadbourne	0	1	0	1
			0	0	0	0
		Stephanie Young	0	22	0	22
			0	0	0	0
		Tyler Pearce	0	7	0	7
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	119	0	119
			0	3	0	3
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	0	0	0
		Gavin Barney	0	1	0	1
			0	0	0	0
		Torri Randa	0	1	0	1
			0	0	0	0
		Val Shepherd	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Help Desk	Reed Stohel	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Network Operations	Brian Chatwin	2	3	0	5
			0	0	0	0
		Dave Bodily	0	10	0	10
			0	4	0	4
		Assigned to Individual Total	2	13	0	15
			0	4	0	4
	Operations Production Control	Cal Brinton	0	10	0	10
			0	0	0	0
		Christie Burnham	0	134	0	134
			0	0	0	0
		Duane Hardy	0	24	0	24
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0	168	0	168
			0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0
		Jay Barfuss	0	3	0	3
			0	0	0	0
		Jeremy Standifird	0	20	0	20
			0	1	0	1
		Jessica Purcell	0	18	0	18
			0	0	0	0
		Paul Petersen	0	10	0	10
			0	0	0	0
		Rod Montoya	0	37	0	37
			0	0	0	0
		Ron LeBaron	0	8	0	8
			0	0	0	0
		Todd Hardy	0	5	0	5
			0	0	0	0
		Troy Morris	0	4	1	5
			0	0	0	0
		Assigned to Individual Total	0	106	1	107
			0	1	0	1
	Rural North Desktop Support	Dane Smith	0	5	0	5
			0	0	0	0
		Don Higgs	0	11	0	11
			0	0	0	0
		Kelly Warren	0	1	0	1
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Kim Ratuszniak	0 0	22 0	0 0	22 0
		Neil Smedley	0 0	25 0	0 0	25 0
		Rodney Peterson	0 0	6 0	0 0	6 0
		Ruston McKay	0 0	35 0	0 0	35 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	107 0	0 0	107 0
	Rural South Desktop Support	Doug Chaston	0 0	12 0	0 0	12 0
		Doug Thornton	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	4 0	0 0	4 0
		Lance Nay	0 0	20 0	0 0	20 0
		Lane Adams	0 0	7 1	0 0	7 1
		Meladye Shively	0 0	3 0	0 0	3 0
		Ryan Bennett	0 0	5 0	0 0	5 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0	20 0	0 0	20 0
		Assigned to Individual Total	0 0	76 1	0 0	76 1
	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Engineering	Julie Johnson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	1 0	10 0	0 0	11 0
		Julie Sabato	0 0	4 0	0 0	4 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Kelly L Johnson	0 0	3 0	0 0	3 0
		Leon Owen	0 0	4 1	0 0	4 1
		Romanza Hamblin Sorensen	0 0	20 0	1 0	21 0
		Assigned to Individual Total	1 0	42 1	1 0	44 1
	Voice/Data/WAN Services	Art Scott	0 0	2 0	0 0	2 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Jana Gunnell	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 1	0 0	3 1
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Assigned Group Total		7 0	1,540 33	7 0	1,554 33
Customer Company Total			7 0	1,540 33	7 0	1,554 33

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	3 2.77	0 0.00	3 2.77
		Danielle Hood	0 0.00	1 2.67	0 0.00	1 2.67
		Dustin Crump	0 0.00	2 1.38	0 0.00	2 1.38
		Ken Ainge	0 0.00	1 1.03	0 0.00	1 1.03
		Martin Gonzalez	0 0.00	8 6.20	0 0.00	8 6.20
		Paul Lundell	0 0.00	5 1.51	0 0.00	5 1.51
		Terry Forsgren	0 0.00	1 1.52	0 0.00	1 1.52
		Tony Larsen	0 0.00	6 5.64	0 0.00	6 5.64
		Assigned to Individual Total	0 0.00	27 3.97	0 0.00	27 3.97
	Application Support - CATS IV	Janice Folsom	0 0.00	1 6.12	0 0.00	1 6.12
		Joyce Witbeck	0 0.00	0 0.00	1 0.67	1 0.67

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0.00	1 6.12	1 0.67	2 3.39
	Application Support - Content Manager	Nate Olson	0 0.00	2 0.16	0 0.00	2 0.16
		Randall Ottesen	0 0.00	5 0.25	0 0.00	5 0.25
		Assigned to Individual Total	0 0.00	7 0.22	0 0.00	7 0.22
	Application Support - CUBS	Bret Baker	0 0.00	1 0.53	0 0.00	1 0.53
		Assigned to Individual Total	0 0.00	1 0.53	0 0.00	1 0.53
	Application Support - Data Warehouse	Blaine Campbell	0 0.00	1 0.00	0 0.00	1 0.00
		Shana Woodall	0 0.00	2 0.96	0 0.00	2 0.96
		Assigned to Individual Total	0 0.00	3 0.64	0 0.00	3 0.64
	Application Support - DBA	Eric Swain	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Application Support - EFIND	Anhkim Le	0 0.00	3 10.92	0 0.00	3 10.92
		Assigned to Individual Total	0 0.00	3 10.92	0 0.00	3 10.92
	Application Support - EREP Systems	David Moffitt	1 0.57	8 126.87	0 0.00	9 95.29

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EREP Systems	Assigned to Individual Total	1 0.57	8 126.87	0 0.00	9 95.29
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	15 1.31	0 0.00	15 1.31
		Assigned to Individual Total	0 0.00	15 1.31	0 0.00	15 1.31
	Application Support - Single Signon	Lori Newren	0 0.00	2 0.65	0 0.00	2 0.65
		Assigned to Individual Total	0 0.00	2 0.65	0 0.00	2 0.65
	Application Support - UI Web	Brandon Woolsey	0 0.00	1 0.14	0 0.00	1 0.14
		Eric Hardy	0 0.00	1 2.48	0 0.00	1 2.48
		Assigned to Individual Total	0 0.00	2 1.31	0 0.00	2 1.31
	Application Support - UWORKS	Eric Strong	0 0.00	12 2.37	0 0.00	12 2.37
		Jeff Pryor	0 0.00	7 2.44	0 0.00	7 2.44
		None	0 0.00	1 0.31	0 0.00	1 0.31
		Shane Otvos	0 0.00	59 1.72	0 0.00	59 1.72
		Assigned to Individual Total	0 0.00	79 1.87	0 0.00	79 1.87
	Application Support - Web Dev	Chad Thompson	0 0.00	3 1.03	0 0.00	3 1.03

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Web Dev	Christopher Schalk	0 0.00	4 1.98	0 0.00	4 1.98
		Dave Clark	0 0.00	3 0.30	0 0.00	3 0.30
		Justin Miller	1 0.93	2 1.95	0 0.00	3 1.61
		None	0 0.00	20	0 0.00	20
		Assigned to Individual Total	1 0.93	32 1.50	0 0.00	33 1.44
	Capitol Hosting	Doug Law	0 0.00	2 11.19	0 0.00	2 11.19
		Kyle Burkhardt	0 0.00	2 4.15	0 0.00	2 4.15
		Assigned to Individual Total	0 0.00	4 7.67	0 0.00	4 7.67
	Help Desk	Brenda Treadway	0 0.00	9 0.04	0 0.00	9 0.04
		Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	10 0.00	0 0.00	10 0.00
		Julie VanBeekum	0 0.00	7 0.17	0 0.00	7 0.17
		Vicky Marrelli	0 0.00	6 0.07	0 0.00	6 0.07
		Assigned to Individual Total	0 0.00	33 0.06	0 0.00	33 0.06

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Adam Staks	0 0.00	28 0.30	0 0.00	28 0.30
		Burton Brown	0 0.00	1 0.14	0 0.00	1 0.14
		Edward Fortner	0 0.00	18 0.96	0 0.00	18 0.96
		Eric Sedgwick	0 0.00	2 0.10	2 0.99	4 0.55
		Jared Thompson	0 0.00	2 0.43	0 0.00	2 0.43
		Kraig Ellis	0 0.00	24 2.01	0 0.00	24 2.01
		Mike Beynon	0 0.00	8 0.20	0 0.00	8 0.20
		Mike Wilde	0 0.00	41 0.91	0 0.00	41 0.91
		Robert Wall	0 0.00	14 0.27	0 0.00	14 0.27
		Tracy VanderVaart	0 0.00	37 0.17	0 0.00	37 0.17
		Assigned to Individual Total	0 0.00	175 0.71	2 0.99	177 0.71
	Metro A Help Desk	Cindy Schroeder	0 0.00	168 0.19	0 0.00	168 0.19
		Ed Conrad	0 0.00	166 0.18	0 0.00	166 0.18
		Liz Evans	0 0.00	146 0.18	0 0.00	146 0.18

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Assigned to Individual Total	0 0.00	480 0.18	0 0.00	480 0.18
	Metro A Hosting	Keith Scholl	0 0.00	7 0.60	0 0.00	7 0.60
		Thomas P Jones	0 0.00	2 0.20	0 0.00	2 0.20
		Tom Carney	2 2.08	9 0.92	2 1.08	13 1.12
		Assigned to Individual Total	2 2.08	18 0.73	2 1.08	22 0.90
	Metro B Desktop Support	Anthony Booyse	0 0.00	43 0.18	0 0.00	43 0.18
		Bill Crowther	0 0.00	3 0.25	0 0.00	3 0.25
		Jay Locker	0 0.00	15 0.39	0 0.00	15 0.39
		Ken Bolkcom	0 0.00	14 2.51	0 0.00	14 2.51
		Michael Barth	0 0.00	6 3.36	0 0.00	6 3.36
		Peter Musser	0 0.00	8 2.45	0 0.00	8 2.45
		Sean Chadbourne	0 0.00	1 0.84	0 0.00	1 0.84
		Stephanie Young	0 0.00	22 0.07	0 0.00	22 0.07
		Tyler Pearce	0 0.00	7 0.78	0 0.00	7 0.78

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Assigned to Individual Total	0	119	0	119
			0.00	0.82	0.00	0.82
	Metro B Help Desk	Gary Graham	0	1	0	1
			0.00	0.00	0.00	0.00
		Gavin Barney	0	1	0	1
			0.00	0.00	0.00	0.00
		Torri Randa	0	1	0	1
			0.00	0.00	0.00	0.00
		Val Shepherd	0	1	0	1
			0.00	2.60	0.00	2.60
		Assigned to Individual Total	0	4	0	4
			0.00	0.65	0.00	0.65
	Metro C Help Desk	Reed Stohel	0	2	0	2
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	2	0	2
			0.00	0.00	0.00	0.00
	Network Operations	Brian Chatwin	2	3	0	5
			2.21	0.65	0.00	1.28
		Dave Bodily	0	10	0	10
			0.00	9.24	0.00	9.24
		Assigned to Individual Total	2	13	0	15
			2.21	7.25	0.00	6.58
	Operations Production Control	Cal Brinton	0	10	0	10
			0.00	0.07	0.00	0.07
		Christie Burnham	0	134	0	134
			0.00	0.01	0.00	0.01
		Duane Hardy	0	24	0	24
			0.00	0.22	0.00	0.22

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0 0.00	168 0.04	0 0.00	168 0.04
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 2.35	0 0.00	1 2.35
		Jay Barfuss	0 0.00	3 0.00	0 0.00	3 0.00
		Jeremy Standifird	0 0.00	20 2.12	0 0.00	20 2.12
		Jessica Purcell	0 0.00	18 0.00	0 0.00	18 0.00
		Paul Petersen	0 0.00	10 1.01	0 0.00	10 1.01
		Rod Montoya	0 0.00	37 0.24	0 0.00	37 0.24
		Ron LeBaron	0 0.00	8 1.27	0 0.00	8 1.27
		Todd Hardy	0 0.00	5 4.27	0 0.00	5 4.27
		Troy Morris	0 0.00	4 0.51	1 0.00	5 0.41
		Assigned to Individual Total	0 0.00	106 0.98	1 0.00	107 0.97
	Rural North Desktop Support	Dane Smith	0 0.00	5 0.74	0 0.00	5 0.74
		Don Higgs	0 0.00	11 1.09	0 0.00	11 1.09
		Kelly Warren	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	0 0.00	22 0.03	0 0.00	22 0.03
		Neil Smedley	0 0.00	25 0.30	0 0.00	25 0.30
		Rodney Peterson	0 0.00	6 0.44	0 0.00	6 0.44
		Ruston McKay	0 0.00	35 0.27	0 0.00	35 0.27
		Ryan Casey	0 0.00	1 0.70	0 0.00	1 0.70
		Wayne Higgs	0 0.00	1 1.60	0 0.00	1 1.60
		Assigned to Individual Total	0 0.00	107 0.36	0 0.00	107 0.36
	Rural South Desktop Support	Doug Chaston	0 0.00	12 0.12	0 0.00	12 0.12
		Doug Thornton	0 0.00	5 0.46	0 0.00	5 0.46
		Joel Finlinson	0 0.00	4 0.31	0 0.00	4 0.31
		Lance Nay	0 0.00	20 0.05	0 0.00	20 0.05
		Lane Adams	0 0.00	7 1.35	0 0.00	7 1.35
		Meladye Shively	0 0.00	3 1.71	0 0.00	3 1.71
		Ryan Bennett	0 0.00	5 0.46	0 0.00	5 0.46

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Scott Jesienouski	0 0.00	20 0.50	0 0.00	20 0.50
		Assigned to Individual Total	0 0.00	76 0.43	0 0.00	76 0.43
	Strategic Communications	Luis Larios	0 0.00	1 39.94	0 0.00	1 39.94
		Assigned to Individual Total	0 0.00	1 39.94	0 0.00	1 39.94
	Voice Engineering	Julie Johnson	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	2	0 0.00	2
	Voice Operations	Gail Christiansen	1 0.41	10 1.18	0 0.00	11 1.11
		Julie Sabato	0 0.00	4 1.05	0 0.00	4 1.05
		Kelly Johnson	0 0.00	1 1.02	0 0.00	1 1.02
		Kelly L Johnson	0 0.00	3 0.55	0 0.00	3 0.55
		Leon Owen	0 0.00	4 3.72	0 0.00	4 3.72
		Romanza Hamblin Sorensen	0 0.00	20 0.79	1 0.40	21 0.77
		Assigned to Individual Total	1 0.41	42 1.18	1 0.40	44 1.14
	Voice/Data/WAN Services	Art Scott	0 0.00	2 3.04	0 0.00	2 3.04

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.83	0 0.00	2 0.83
		Jana Gunnell	0 0.00	1 1.56	0 0.00	1 1.56
		Mike Johnson	0 0.00	3 4.35	0 0.00	3 4.35
		T Artis	0 0.00	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	0 0.00	9 2.50	0 0.00	9 2.50
	Assigned Group Total		7 1.50	1,540 0.98	7 0.74	1,554 0.98
Customer Company Total			7 1.50	1,540 0.98	7 0.74	1,554 0.98

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Workforce Services

Detail

INC000000443235	Karen Conley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000491414	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000492395	Carol Lowman	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000493046	Carol Lowman	Remote Connectivity	Performance	None		TIR Missed: No	0.23
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	3.35
INC000000495838	Tim Early	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	2.20
INC000000497783	Kathleen Bounous	Application	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	
INC000000498210	Leyla Escobar	Remote Connectivity	Performance	Cisco AnyConnect VPN Client		TIR Missed: No	0.47
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000498498	Lorie Davis	Application	None	Gmail		TIR Missed: No	0.92
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	5.96
INC000000500904	Leyla Escobar	Application	Password	Utah Electronic Resource and E		TIR Missed: Yes	1.12
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000502692	Leyla Escobar	Remote Connectivity	Performance	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000503406	Samuel Hendricksen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000503575	Tamie Turcasso	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000503631	Debbi Warmus	PC/Laptop	Hardware	None		TIR Missed: No	0.91
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000503877	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000504081	June Bradfield	Network	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.58
INC000000504268	Dave Laycock	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.29

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Workforce Services

INC000000504464	Mary Gehman-Smith Voice Engineering	None Julie Johnson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000504677	Terry Hansen Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000504846	Annamarie Collins Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000504929	Roger Whitear Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.21
INC000000505320	Kay Hopkins Metro A Desktop Support	PC/Laptop Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.09
INC000000505352	Lisa C Peterson Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	28.69 28.69
INC000000505578	Amy Bingham Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.15 1.26
INC000000505768	Tom Turley Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.33
INC000000506330	Deborah Servis Application Services	Application Bart Purser	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.80 5.78
INC000000506378	Lorie Davis Application Services	Application Martin Gonzalez	None Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.34
INC000000506427	Melisa Stark Metro A Desktop Support	Application Mike Wilde	Password Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: Yes	0.07 6.40
INC000000506449	Amber Johnston Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000506469	Lynette Baker Rural South Desktop Support	None Scott Jesienouski	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000506530	Joan Norton Rural South Desktop Support	PC/Laptop Doug Chaston	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.26 1.26
INC000000506869	Rochele Jackson Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000506878	Brady Olsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000506880	Robert Gilbert Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00

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INC000000506883	Linda Hansen Metro A Help Desk	Network Ed Conrad	Performance Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Closed TTR Missed: No	0.00 0.17
INC000000506884	Judianne Collins Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00
INC000000507000	Leah Ly Metro B Desktop Support	Application Tyler Pearce	Reporting Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.07 1.41
INC000000507127	Shirley Hilton Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Paper Jam Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.07 0.07
INC000000507185	Lauri Green Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: Yes Closed TTR Missed: No	1.90 1.90
INC000000507203	Terry Lisonbee Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.13 0.13
INC000000507223	Rene Meza Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Cisco AnyConnect VPN Client Low	TIR Missed: No Closed TTR Missed: No	0.01 0.01
INC000000507224	Helen Hadad Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507242	Gerald Brown Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Employee Gateway Low	TIR Missed: No Closed TTR Missed: No	0.00 0.09
INC000000507277	Tiffany Whitney Help Desk	Network Brenda Treadway	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507280	Dennis Broad Rural South Desktop Support	PC/Laptop Scott Jesienouski	Performance Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507289	Teresa Gonzales Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507296	Tajana Fejic Metro B Desktop Support	Application Peter Musser	Error Workforce Services	None Low	TIR Missed: No Closed TTR Missed: Yes	0.00 6.00
INC000000507302	Tiffany Whitney Metro A Desktop Support	Network Mike Wilde	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 2.43
INC000000507306	Kathaleen Williams Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000507308	Vanessa Washington Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No Closed TTR Missed: No	0.06 0.27
INC000000507316	Breanna Stultz Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: Yes Closed TTR Missed: No	1.08 1.08

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Workforce Services

INC000000507318	Andrea Hayes	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507319	Vanna Chav	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507321	Ryan Hale	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507369	Sepa Taula	Application	Error	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000507391	Miri Parker	None	None	None		TIR Missed: No	0.16
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000507393	Cody Hansen	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000507405	Bobbi Sanchez	Application	Error	DWS Web		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: Yes	6.76
INC000000507408	Jeremy Barton	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.49
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000507415	Christina Lloyd	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000507440	Prasoon Choudhary	PC/Laptop	Performance	None		TIR Missed: No	0.47
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.09
INC000000507449	Randi Bell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507452	Eric Tanner	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000507465	Jennifer Mattinson	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	4.24
INC000000507469	Rebecca Pittman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507494	Vickie Larson	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000507497	Connie Shearwood	Application	Error	Utah Works		TIR Missed: Yes	1.54
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000507503	Melisa Stark	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.20

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INC000000507521	David Jensen	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000507537	Nora Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000507550	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507570	Candice Goodwin	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000507572	Darrin Nielsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507573	Kristine Larson	Application	Error	Gmail		TIR Missed: No	0.61
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	1.70
INC000000507579	Sharon Peake	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000507585	Josh Gregersen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: Yes	11.51
INC000000507588	Kristine Larson	Application	Error	Gmail		TIR Missed: No	0.11
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000507589	Laurel Morris	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507597	Kathryn Neibert	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000507604	Vickie Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507610	Leslie Henderson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	3.36
INC000000507621	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000507633	Felicia Kinder	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000507646	Nancy Andrew	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507670	Nancy Andrew	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13

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INC000000507733	Kathy Hansen Metro A Desktop Support	Network Adam Staks	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.34
INC000000507747	Gina Boren Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507750	Vivian Olson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000507754	Dan Marrs Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	3.54 3.54
INC000000507756	Debra Mace Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000507768	Happi Hansen Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	1.55 1.55
INC000000507769	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507776	Jeudi Chav Metro B Desktop Support	Application Ken Bolkcom	Error Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.00 4.56
INC000000507779	Mario Kljajo Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507782	fran cannard Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.40 0.40
INC000000507797	Gail Boyd Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	Microsoft Excel Low	TIR Missed: No TTR Missed: No	0.00 3.02
INC000000507816	J G Bronson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.80 3.86
INC000000507824	Ralph Laub Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507854	Melissa Daymont Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.47 0.47
INC000000507860	Susan M White Metro B Desktop Support	PC/Laptop Peter Musser	Performance Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 4.00
INC000000507924	Joseph Oneil Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000507944	Carol Conti Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.54

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INC000000507948	Robin Herrera	Application	Error	Utah Works		TIR Missed: No	0.17
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.08
INC000000507958	Brook Mecham	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000507970	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507973	Leta Bailey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507974	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508002	Colette Cox	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	1.73
INC000000508013	Richard Moysh	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	High	Closed	TTR Missed: No	2.21
INC000000508013	Richard Moysh	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	High	Closed	TTR Missed: No	2.21
INC000000508045	Ashley White	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000508073	Mandy Davis	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.96
INC000000508084	Joanne Austria	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000508152	Muris Prses	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508153	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508190	John T Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000508207	Sandra Pyper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508212	Doris Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508217	Wendy Rosenthal	Application	Error	Utah Works		TIR Missed: Yes	5.50
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	5.54

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INC000000508218	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000508225	Jennifer Buonocore	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000508230	Galina Greer	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508238	Michael Parker	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000508259	Kathleen Leiker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508262	Nikki Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000508269	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508284	Paula Rigby	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000508288	Jennifer Edwards	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.33
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000508297	Tricia Fuhrman	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000508299	Leta Bailey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000508322	Steven Coray	None	None	None		TIR Missed: No	0.35
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000508326	Marc Wilson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000508327	Molly Morehouse	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000508328	Nancy Andrew	None	None	None		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000508351	Robin Mackelprang	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000508370	Kenny Hicken	Application	Error	Content Manager		TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.58

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INC000000508407	Sokhan York	Application	None	Utah Electronic Resource and E	TIR Missed: Yes	6.35
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: Yes	7.00
INC000000508416	Cindy Bertagnolli	None	None	None	TIR Missed: No	0.18
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000508426	Heather M Williams	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000508457	Sandra Pyper	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000508466	Carlos Arroyo	PC/Laptop	Performance	None	TIR Missed: No	0.27
	Metro B Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: Yes	6.61
INC000000508471	Michele Tuttle	None	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: Yes	6.55
INC000000508494	Cheree White	Application	Error	Utah Works	TIR Missed: Yes	2.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: Yes	6.36
INC000000508502	Holli Turner	None	None	None	TIR Missed: No	0.34
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.34
INC000000508514	Kelley R Meredith	PC/Laptop	Error	None	TIR Missed: No	0.00
	Application Support - Web Dev	Christopher Schalk	Workforce Services	Low Closed	TTR Missed: No	2.11
INC000000508518	Debbie Sheldon	Application	Error	None	TIR Missed: Yes	2.88
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	2.88
INC000000508519	Lynn Thomas	Telecom	Hardware	Telephone	TIR Missed: No	0.13
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low Closed	TTR Missed: No	2.95
INC000000508544	Melinda Adams	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.27
INC000000508547	Stacy Stenovich	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000508570	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000508572	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000508592	Brian Smith	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000508594	Natalie Young	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.04

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INC000000508599	Delana White	PC/Laptop	None	None		TIR Missed: Yes	1.21
	Application Support - Web Dev	Christopher Schalk	Workforce Services	Low	Closed	TTR Missed: No	1.21
INC000000508601	Lindsey Caffall-Davis	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000508605	Jerry Pruitt	PC/Laptop	Performance	None		TIR Missed: Yes	2.17
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	2.27
INC000000508608	Ashley Baker	Print/Copy/Scan/Fax	None	Novell GroupWise		TIR Missed: No	0.22
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.30
INC000000508612	Colleen Jamison	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000508630	Courtney Marshall	Application	None	Utah Works		TIR Missed: No	0.11
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000508634	Lance Soffe	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508653	Jacqueline Parker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000508663	Tina Kappos	Application	Error	Utah Works		TIR Missed: No	0.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000508664	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508665	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508669	Connie Dumas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000508684	Brady Olsen	None	None	None		TIR Missed: No	0.13
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000508686	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508688	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508694	Wendy Horne	Application	Password	Novell GroupWise		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000508702	Cami Sandoval	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	1.35

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INC000000508717	Tiffany Chojnowski	Network	None	None		TIR Missed: No	0.40
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	0.96
INC000000508742	MaryJo Wright	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000508769	James Robson	Telecom	Hardware	Telephone		TIR Missed: No	0.35
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000508781	Andrea Brunyer	Application	Error	Utah Performance Management		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508808	Shawna Werner	Application	Error	Utah Works		TIR Missed: Yes	2.73
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.73
INC000000508810	Candice Goodwin	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000508830	Cindy Bertagnolli	Application	Error	Internet Explorer		TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000508831	Cody Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000508849	Dennis Broad	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508892	Maria Hernandez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000508911	Shannon Anderson	Application	Error	Utah Works		TIR Missed: Yes	1.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.68
INC000000508919	Kenneth Martinez	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508935	Debbie Westbroek	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508947	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508966	Darren Fox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000508994	Elizabeth Shelton	Application	Error	Utah Works		TIR Missed: No	0.42
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000509015	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000509019	Rowena York	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509066	Alyssia Minaya	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509080	Joe Coccimiglio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509091	Carrie Papworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509099	Robert Ferreira	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509123	Christine Denison	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509140	Kandi Kutkas	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.88
INC000000509141	Stacy Stenovich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000509150	Pam Malone	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509153	Katherine Pace	Telecom	Call/Receive	Telephone		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	0.41
INC000000509156	Leyla Escobar	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000509166	Mona Kadir	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509168	Maryana Valles	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000509174	Penni Dehaan	Application	None	None		TIR Missed: No	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000509179	Michelle Bristol	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509191	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509195	Linda Larsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.32

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INC000000509201	Jason Tolbert	Network	Password	IManager		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509212	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509231	Mandy McKinnon	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.02
INC000000509243	Roman Rubalcava	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000509282	Linda Kinder	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509292	Lyle Ward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509305	Cassy Hahn	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509306	Rick Brenkmann	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000509313	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509316	Denise Clegg	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509328	Paula Lange	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509330	Paula Lange	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509346	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	0.36
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000509349	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.19
INC000000509362	Carlina Cubias-Garcia	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000509364	Simone Ongoongotau	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.12
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000509366	Sarah Pickard	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11

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INC000000509367	Alyssia Minaya	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000509368	Cindy Cutshall	None	None	None		TIR Missed: No	0.54
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000509373	Roseanna Bills	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000509376	Debra Mace	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000509417	Linda Ward	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000509421	Michelle Mileski	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.13
	Application Support - EREP System	David Moffitt	Workforce Services	High	Closed	TTR Missed: No	0.57
INC000000509424	Gloria Priday	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000509426	Ryan Betts	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509428	Jana Kano	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509429	Kandi Kutkas	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000509431	Cindy Gillespie	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509434	Chris Loizos	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509435	Joseph Demma	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509444	Jefferson McClellan	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509448	Kerrie Jensen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509483	Shawna Werner	Application	Error	Utah Works		TIR Missed: Yes	4.37
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	4.37
INC000000509484	Cami Sandoval	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000509487	Rebecca Sangberg	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000509493	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509495	Lauren Barker	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000509504	Carlina Cubias-Garcia	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509506	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509514	Lana Mutz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000509526	Staci Byers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000509527	Sarah Pickard	None	None	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509535	Darren Rogers	Telecom	Coverage Path	Telephone		TIR Missed: No	0.25
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000509539	Kenneth Martinez	None	None	None		TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509543	Trisha Nielson	None	None	None		TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000509548	Paula Bowen	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	5.90
INC000000509563	Stacy Stenovich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000509566	Connie Perry	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509568	Annamarie Collins	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000509572	Ryan Hale	Application	None	eFIND/eSHARE		TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000509577	Forest Turner	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000509602	Iris Sutton	Application	Error	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000509620	Jane Broadhead	Wireless Connectivity	Performance	None	TIR Missed: No	0.09
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.21
INC000000509626	Jenny Sweetland	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000509628	Eddie Richmond	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.67
INC000000509629	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000509659	Sara Stoffers	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000509663	Shontelle White	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000509670	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000509688	Jerry Norton	None	None	None	TIR Missed: No	0.12
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Closed	TTR Missed: No	0.25
INC000000509689	J G Bronson	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Closed	TTR Missed: No	
INC000000509697	Karen Thomas	EIS Hardware	None	None	TIR Missed: No	0.33
	Strategic Communications	Luis Larios	Workforce Services	Low Closed	TTR Missed: Yes	39.94
INC000000509702	Lori Calvert	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000509703	Sue Ann Heino	Application	Error	Utah Works	TIR Missed: No	0.59
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.59
INC000000509704	Tiffany Cruz	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000509706	Sarah Pickard	None	None	None	TIR Missed: No	0.10
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Closed	TTR Missed: No	0.35
INC000000509716	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000509722	Mary Gehman-Smith	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low Closed	TTR Missed: No	1.36

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INC000000509726	Connie E Tarver	None	None	None		TIR Missed: No	0.11
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000509755	Susan Kirby	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000509758	Paula Bowen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509768	Kris Springer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509776	Joann Wetzel	None	None	None		TIR Missed: Yes	1.18
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000509783	Vickie Tiley	Telecom	None	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000509786	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509793	Michelle Viertel	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000509797	Brian Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000509800	Leyla Escobar	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000509807	Keith Frank	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509859	Debbie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509861	Jefferson McClellan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509863	Linda Larsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509865	Shontelle White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000509866	Brady Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000509867	Norene Webster	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	2.42

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INC000000509875	John Davenport Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.81
INC000000509884	Susan Kirby Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000509906	BK Keown Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509918	Jodie Ward Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509926	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509931	Linda Ward Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509932	Shawn Jolley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509944	Brock Stenovich Rural North Desktop Support	PC/Laptop Kim Ratushniak	Virus Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509945	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509948	Linda Larsen Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509984	Sherry Stevens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510003	Kathleen Bounous Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510024	Jill Turner Application Support - Content Man	None Randall Ottesen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510039	Susan Kirby Metro B Desktop Support	PC/Laptop Michael Barth	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.83
INC000000510042	Jennifer Buonocore Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000510081	Dave Laycock Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.66
INC000000510082	Lana Mutz Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 1.36

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INC000000510084	Gaylene Pebley	Application	None	None		TIR Missed: No	0.25
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000510100	Paul Wright	Application	Error	Utah Works		TIR Missed: No	0.47
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000510126	Janet Gale	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000510133	Jan Thompson	PC/Laptop	Error	None		TIR Missed: No	0.23
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000510137	J G Bronson	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Capitol Hosting	Kyle Burkhardt	Workforce Services	Low	Closed	TTR Missed: No	1.96
INC000000510138	Connie E Tarver	None	None	None		TIR Missed: No	0.14
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000510143	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000510155	Sarah Pickard	Server	None	None		TIR Missed: No	0.34
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000510172	Shontelle White	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.60
INC000000510173	Spencer J garn	Telecom	Feature	Telephone		TIR Missed: No	0.68
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000510207	Amy Harris	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000510211	Kim Wilcox	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000510253	Jillian Watkins	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000510265	Amber Jackson	Application	Error	Mycases		TIR Missed: Yes	6.02
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: Yes	6.02
INC000000510277	Kris Springer	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000510314	Spencer Garn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.25
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000510335	Cindy Bertagnolli	Telecom	Hardware	Telephone		TIR Missed: No	0.08
	Voice/Data/WAN Services	T Artis	Workforce Services	Low	Closed	TTR Missed: No	0.20

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INC000000510342	Vickie Tiley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000510357	Kathleen Bounous	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	3.50
INC000000510362	Jon Brewer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000510363	Daniel Felts	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000510364	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000510378	Mary McConaughy	None	None	None		TIR Missed: No	0.88
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	3.84
INC000000510406	Amber Jackson	PC/Laptop	Error	None		TIR Missed: No	0.19
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	1.74
INC000000510412	Agnes Lomu	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510431	Heather Loertscher	Application	Error	None		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	145.04
INC000000510451	Tene' Howell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.92
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.99
INC000000510462	Jerry Norton	Network	Error	None		TIR Missed: No	0.30
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000510476	Kris Springer	Telecom	Call/Receive	Telephone		TIR Missed: No	0.15
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000510482	Bradley Bowen	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000510495	Shawna Gelhard	None	None	None		TIR Missed: No	0.39
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000510501	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510508	Jeff Shockley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510509	Seth Niederhauser	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000510518	Michael Hanley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510533	Jonathan R Fatz	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000510656	Tracia Sullivan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510660	Mark Evans	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000510669	Alyssia Minaya	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000510671	Shane ODell	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: Yes	10.20
INC000000510676	Karen Hess	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510699	Brenda Johnson	Application	Error	None		TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000510710	Denise Iverson	Application	Error	Utah Works Web Site		TIR Missed: No	0.32
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.34
INC000000510712	Katie Hanway	Telecom	Call/Receive	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Closed	TTR Missed: No	0.40
INC000000510740	Casey Erickson	Application	Password	None		TIR Missed: Yes	2.64
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	2.67
INC000000510751	Nicola Stark	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000510758	Dorothy Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000510780	Janet Cole	None	None	None		TIR Missed: No	0.18
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.73
INC000000510786	Michele Cuburu	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000510794	Carol Lowman	None	None	None		TIR Missed: No	0.15
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: Yes	9.38
INC000000510802	Michelle Steele	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.30

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INC000000510815	Rebecca Sangberg	Telecom	Call/Receive	Telephone		TIR Missed: Yes	1.55
	Voice/Data/WAN Services	Jana Gunnell	Workforce Services	Low	Closed	TTR Missed: No	1.56
INC000000510839	Karen Quackenbush	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000510847	Lucy Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000510849	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000510860	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510869	Michelle Steele	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510896	Audrey M Curtis	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510921	Kyle Preston	PC/Laptop	Password	None		TIR Missed: No	0.33
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000510922	Maynee Vongphamany	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510963	Linda Rothenberger	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510970	John Davenport	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000510971	Janet Cole	Application	Password	Content Manager		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000510974	Colette Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000510997	Heather M Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511011	Lois Jones	PC/Laptop	Performance	None		TIR Missed: No	0.93
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000511023	Adam Workman	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000511059	Lucy Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.83
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	2.40

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INC000000511062	Helen Hadad	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000511083	Shane ODell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000511089	Delene Bourdeau	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000511118	Michelle Steele	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000511138	Janet Romo	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000511167	Marilyn Fischer	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	1.69
INC000000511169	Diana Apperson	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.92
INC000000511177	Terry L Banks	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.90
INC000000511198	Nora Olson	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000511204	Judianne Collins	Application	Error	None		TIR Missed: No	0.09
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.97
INC000000511221	Logan Ellsworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511240	Kelly Johnson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000511241	Amber Snow	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000511258	Linda Kinder	None	None	None		TIR Missed: No	0.31
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000511279	Sherida Hicks	Application	Error	Utah Works		TIR Missed: No	0.42
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000511290	Penni Dehaan	Wireless Connectivity	Error	None		TIR Missed: No	0.17
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000511309	Ashley Riggelman	Application	Error	Novell ConsoleOne		TIR Missed: No	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.60

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INC000000511337	Stephen Matherly Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000511339	Lani Wilson-Klingsporn Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.38 0.38
INC000000511342	Alexia Murphy Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.95 0.95
INC000000511343	Patrice West Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.06
INC000000511353	Tim Olson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000511357	Joe Edman Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000511361	Jeremy Barton Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Windows XP Professional Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000511371	Troy Evans Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Workforce Services	Telephone Low	TIR Missed: No TTR Missed: Yes	0.28 7.48
INC000000511372	Lana Mutz Voice Operations	Telecom Kelly L Johnson	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.30 0.36
INC000000511377	Julie Godfrey Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000511412	Lance Soffe Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000511431	Carrie Peterson Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511438	Scott A Stephens Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Office Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000511443	Danette Groesbeck Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.34 5.86
INC000000511447	Jimmy Smith Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511478	Carrie Tenifa Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511494	Stephanie Harding Application Support - EREP System	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: Yes TTR Missed: Yes	4.67 144.15

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INC000000511497	Shannon Anderson	Application	Error	Utah Works		TIR Missed: No	0.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000511518	Samuel Hendricksen	Application	Error	Gmail		TIR Missed: No	0.07
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	22.53
INC000000511583	Aaron Carlsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511591	Donna Robles	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511599	Esther Lopez	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511636	Kandi Kutkas	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	2.65
INC000000511641	Barbara Andersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511662	Cathy Iriart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.54
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000511691	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511692	Barbara Andersen	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.27
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000511725	Lisa Osborn	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000511744	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000511749	Tonia Jones	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511753	Cathleen McKenzie	PC/Laptop	Virus	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000511757	Tuesdee Thomson	Application	Error	Content Manager		TIR Missed: No	0.10
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000511761	Tene' Howell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000511765	Kay Canterbury	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.09

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INC000000511771	Heather M Williams Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000511778	Kathleen Haile Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511801	John Cone Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000511802	Tino Gutierrez Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	0.11 6.07
INC000000511807	Gilda Castillo Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511821	Tiffany Cruz Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511828	Eric Tanner Metro B Desktop Support	None Anthony Booyse	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000511830	Gerald Gansey Rural North Desktop Support	Application Don Higgs	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.11 1.90
INC000000511834	Heidi R Thomas Metro B Desktop Support	PC/Laptop Tyler Pearce	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.08 0.51
INC000000511836	Nycole Tylka Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000511840	Galina Greer Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511843	Heather M Williams Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000511859	Nancy Durrant Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000511863	Bart Benson Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 2.64
INC000000511873	Karen Quackenbush Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.21 1.39
INC000000511874	Diane VanWagoner Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000511878	Helen Hadad Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.83

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INC000000511884	Geri Gamber	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000511939	Phuc Nguyen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000511945	Matt Bulloch	Application	Error	Utah Works		TIR Missed: Yes	1.93
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.93
INC000000511947	Gerald Gansey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000511952	Cathy Iriart	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000511957	Shane ODell	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512006	Jan Thompson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512019	Sarah Pickard	Application	Error	Mycases		TIR Missed: No	0.29
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000512020	Amber Jackson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000512038	Adam Workman	PC/Laptop	Error	None		TIR Missed: No	0.38
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000512041	Jenny Barrow	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000512048	Agnes Lomu	Application	Error	Utah Works		TIR Missed: Yes	1.04
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.87
INC000000512073	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512076	June Bradfield	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512081	Anne Gilbert	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000512082	Dennis Broad	None	None	None		TIR Missed: No	0.45
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000512088	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.16

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INC000000512125	Deb Hiatt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000512126	Vickie Tiley	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000512147	Kayleen Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000512188	Cory Pearson	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512194	Anne Gilbert	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	3.40
INC000000512207	Lela King	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512226	Shawna Werner	Application	Error	Utah Works		TIR Missed: No	0.86
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000512239	Jacoy Richens	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512243	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512246	Courtney Marshall	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000512282	Angi Nielsen	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000512289	James Mitchell	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	91.22
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	91.41
INC000000512293	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512320	Rudy Anderson	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000512337	J G Bronson	Application	Error	Utah Works		TIR Missed: No	0.05
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000512350	Debbie Westbroek	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512363	Janene Pearce	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000512370	Joan Norton	Application	Error	Public Assistance	Case Manage	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512378	Mandy Davis	Network	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.76
INC000000512382	Darcy Osborn	Application	Error	Public Assistance	Case Manage	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512384	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512386	Michelle Steele	Application	Error	Utah Works		TIR Missed: No	0.08
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	8.98
INC000000512402	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512404	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512405	Jerry Norton	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000512409	Loggins Merrill	Application	Error	Utah Works		TIR Missed: Yes	1.47
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000512414	Kay Canterbury	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000512419	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512430	Norman Keith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000512435	Jaime Kaneshiro	Application	Error	Utah Works		TIR Missed: Yes	1.45
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000512437	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512444	Colleen Gearheart	None	None	None		TIR Missed: No	0.53
	Application Support - CUBS	Bret Baker	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000512447	Connie Perez	Telecom	Voice Mail	Telephone		TIR Missed: No	0.39
	Voice Operations	Kelly L Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000512449	Cindy Adams	None	None	None		TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000512472	Linda Larsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512478	Laura Uitto	Network	Error	None		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000512479	Kathleen Haile	Network	None	None		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000512493	Gilda Castillo	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512494	Dan Nelson	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512499	Colby Dalton	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512554	Happi Hansen	None	None	None		TIR Missed: No	0.87
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.21
INC000000512568	Michelle Phillips	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512576	Keith Frank	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512579	Susan Kirby	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.31
INC000000512580	Doyle Bender	Application	Error	Smart Shield		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000512601	Keith Frank	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512610	Tricia Fuhrman	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512616	Lela King	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512633	Tricia Fuhrman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000512641	Adam Workman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000512658	Kimberly Reyburn	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.14

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INC000000512663	Vanessa Washington	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	High	Closed	TTR Missed: No	2.08
INC000000512663	Vanessa Washington	None	None	None		TIR Missed: No	0.78
	Metro A Hosting	Tom Carney	Workforce Services	High	Closed	TTR Missed: No	2.08
INC000000512664	Erica Steiner	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000512670	Leyla Escobar	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000512689	Kyle Preston	Remote Connectivity	Error	None		TIR Missed: No	0.32
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000512702	Connie Dumas	Application	Error	Microsoft Word		TIR Missed: No	0.11
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.66
INC000000512716	Scott Jensen	Remote Connectivity	Performance	None		TIR Missed: No	0.13
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.73
INC000000512721	Dawna Kranendonk	Network	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.71
INC000000512729	Todd Jorgensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.52
INC000000512749	Mary Nay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512763	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512766	Brady Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512769	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512770	Leyla Escobar	Remote Connectivity	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512782	Yung Lee	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512785	Jen Varvel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000512788	Joseph Pomianek	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000512792	Theresa Remolde Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512837	Phay Panh Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.55 1.55
INC000000512842	Scott J Clark Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.61 1.61
INC000000512886	Kay Canterbury Rural South Desktop Support	Network Doug Chaston	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000512889	Lorri Economy Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.42
INC000000512892	Jodie Gallegos Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000512943	Rachael Stewart Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.40
INC000000512967	Tamie Turcasso Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000512971	Kayleen Hansen Rural North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000512995	Kyle Preston Voice Operations	Telecom Julie Sabato	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.09 1.95
INC000000513001	Jayme Schlangen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.31
INC000000513002	Jen Varvel Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000513024	Joseph Pomianek Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513038	Jayme Schlangen Metro B Desktop Support	None Ken Bolkcom	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.09 5.17
INC000000513050	Kayl Smith Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.58
INC000000513052	Anna Larson Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000513060	Pam Malone Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.11

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INC000000513084	Nancy Galt Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.20 2.31
INC000000513162	Geri Gamber Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000513183	Toni C Ansel Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513219	Colleen Johnson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.87 0.87
INC000000513224	Deann Cardon Rural Central Desktop Support	None Troy Morris	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513234	Michelle Viertel Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000513238	Chris Peterson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000513239	Amber Jackson Rural South Desktop Support	PC/Laptop Ryan Bennett	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.07
INC000000513245	Jimie Jones Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000513247	Ryan Peterson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000513256	Clint Beebe Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000513316	Daniel Kroc Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000513321	Scott A Stephens Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513329	Lori Fox-Bush Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513338	Christi Seger Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Virus Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.11 1.11
INC000000513343	Connie I Fowler Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513355	Linda Ward Application Services	Application Martin Gonzalez	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.66 0.67

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INC000000513358	Benjamin R Patterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513379	Yvette Woodland	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513410	Sariah Hunt	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000513451	Gregory Whittaker	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513454	David Jensen	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513458	Mitchell Kamens	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513489	Keith Frank	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000513492	Deb Hiatt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.06
INC000000513508	Michele Cuburu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000513519	Loggins Merrill	Mobile Devices	Error	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513521	Ernest Ramos	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000513531	Angela Kirsling	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000513565	Adam Workman	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513582	Jim Mansfield	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.82
INC000000513585	Deb Hiatt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000513589	Sharen Welsh	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000513592	Marilyn Fischer	PC/Laptop	Error	VMware Workstation		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	1.52

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INC000000513593	Adam Workman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513598	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513601	Judy Ward	None	None	None		TIR Missed: No	0.82
	Application Support - Data Wareh	Shana Woodall	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000513620	Diane Lovell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000513621	Kim-Ngan Lam	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000513635	Tuesdee Thomson	PC/Laptop	Virus	None		TIR Missed: No	0.77
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000513647	Janet Cole	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000513653	Diane Lovell	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000513655	David Egan	Application	Error	None		TIR Missed: No	0.25
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000513674	Kelley R Meredith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513684	Shannon Manchester	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000513686	Wendy Burton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000513690	Rowena York	Telecom	None	None		TIR Missed: No	0.07
	Voice Operations	Kelly L Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000513704	Mele Vainuku	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000513708	Leyla Escobar	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513712	Robin Mackelprang	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000513740	Jimmy Smith	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000513742	Abel Macias	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Medium Closed	TTR Missed: No	0.00
INC000000513748	Amber Jackson	PC/Laptop	Performance	None	TIR Missed: No	0.12
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000513750	Gary Gibbs	PC/Laptop	Performance	None	TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	0.58
INC000000513761	Becky Chambers	Application	Error	Utah Works	TIR Missed: Yes	1.62
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	4.09
INC000000513765	Ernest Ramos	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	1.76
INC000000513769	Shauna Lindblom	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.28
INC000000513776	Glen Nickerson	Application	Error	Novell GroupWise	TIR Missed: No	0.12
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	3.03
INC000000513792	Melissa Beagley	Application	Error	Utah Works	TIR Missed: Yes	1.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	5.83
INC000000513811	Yvette Woodland	PC/Laptop	Performance	None	TIR Missed: No	0.14
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000513822	Connie I Fowler	Application	Password	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000513834	Brady Olsen	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000513848	Allen Penrod	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	0.35
INC000000513860	Christi Seger	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000513879	Leyla Escobar	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000513897	Joann Wetzel	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low Closed	TTR Missed: No	5.62
INC000000513903	Kyle Preston	Network	Error	Computerized Unemployment B	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Medium Closed	TTR Missed: No	1.08
INC000000513903	Kyle Preston	Network	Error	Computerized Unemployment B	TIR Missed: Yes	1.08
	Metro A Hosting	Tom Carney	Workforce Services	Medium Closed	TTR Missed: No	1.08

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INC000000513906	Dorothy Williams Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000513941	Edith Te'o Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000513960	Anna Larson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000513972	Becky Kalaher Voice Operations	Telecom Leon Owen	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000513998	Jeremy Sheikh Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000514004	Gloria Bock Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000514012	Bryan Beckstrom Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.33
INC000000514017	Dawna Kranendonk Metro A Desktop Support	Application Mike Wilde	None Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.68
INC000000514028	Rowena York Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000514047	Toni Jex Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.84 1.59
INC000000514085	Mark Erickson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.78 0.78
INC000000514087	Jared Fowers Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514126	Elizabeth Thorpe Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.65
INC000000514128	Tawnia Page Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000514161	Jeff Dart Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.41
INC000000514181	Lisa Vongthongchit Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	1.92 1.92
INC000000514223	David Chatterley Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.06

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INC000000514257	Kelly Thornton Metro A Help Desk	PC/Laptop Ed Conrad	None Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No Closed TTR Missed: No	0.00 0.33
INC000000514290	Richard Bischoff Rural North Desktop Support	Network Dane Smith	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.96
INC000000514315	Connie Dumas Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.48
INC000000514317	Jennifer Wright Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514319	Sheryl Benton Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514321	Olga Cooper Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514357	Joann Wetzel Metro B Desktop Support	None Anthony Booyse	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514371	Joan Norton Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514373	Erin Robinson Rural South Desktop Support	Network Doug Chaston	Performance Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514375	Colette Cox Rural South Desktop Support	Network Doug Chaston	Performance Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514380	Colette Cox Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514391	Mitch Romo Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No Closed TTR Missed: No	0.00 0.18
INC000000514400	Olga Matviyenko Metro B Desktop Support	PC/Laptop Ken Bolkcom	Performance Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 1.43
INC000000514405	Karen Hess Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514417	Benjamin Hart Metro A Help Desk	Application Ed Conrad	Error Workforce Services	PGP Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000514424	Anna Larson Metro A Desktop Support	Network Adam Staks	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.40
INC000000514455	Shirley Meyers Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.12 1.47

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INC000000514457	Connie Dumas	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	1.21
INC000000514460	Doris Robinson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.31
INC000000514491	Lauryn Miller	Application	Password	Content Manager	TIR Missed: No	0.41
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.51
INC000000514492	Melanie Decker	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.27
INC000000514515	Cecilia Giron	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000514532	Melody Farnsworth	Application	Error	Utah Master Directory	TIR Missed: Yes	1.24
	Application Support - Single Signon	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	1.30
INC000000514547	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000514559	Jeff Olinger	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	0.19
INC000000514562	Karen Hess	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000514567	Bonnie L Kelsey	None	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000514580	Noelle Bradford	Telecom	Call/Receive	None	TIR Missed: No	0.20
	Voice Operations	Leon Owen	Workforce Services	Low Closed	TTR Missed: Yes	12.89
INC000000514582	Anne Gilbert	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514608	Shauna Lindblom	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.26
INC000000514631	Lane London	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514635	Leeann Madsen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000514636	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000514648	Darijana Kovacevic	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000514649	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514651	Anne Gilbert	None	None	None		TIR Missed: No	0.05
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000514665	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514669	Katrina Evans	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000514670	Lois Jones	None	None	None		TIR Missed: No	0.17
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000514688	Lindsey Caffall-Davis	Telecom	Call Management	Telephone		TIR Missed: No	0.09
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000514716	Lien Le	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000514736	Lien Le	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514737	Adam Workman	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000514742	Shauna Lindblom	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.05
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	5.12
INC000000514762	Mark Erickson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000514777	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514807	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000514815	Jocelyn Huish	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	5.72
INC000000514822	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514835	Kelly E Rees-Maw	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000514837	Shauna Havey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000514838	June Conn-Solomon	Application	Error	Utah Master Directory		TIR Missed:	No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000514845	Dustin Townsend	Application	Error	Mozilla Firefox		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	0.17
INC000000514847	Shelley Esplin	Application	Error	Utah Works		TIR Missed:	No	0.83
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed:	No	0.91
INC000000514855	Tim Olson	Application	Error	Internet Explorer		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	0.05
INC000000514860	Dorothy Hall	None	None	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	1.62
INC000000514862	Danette Groesbeck	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000514891	Chelsea Vandenberg	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000514892	Mitchell Kamens	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000514947	Darci Burnett	Application	Error	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000514952	Sharon Peake	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000514973	Andrew Deifel	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000514982	Osman Ahmed	Application	Reporting	None		TIR Missed:	No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	3.50
INC000000514985	Maria Dupaix	Application	Error	Utah Works		TIR Missed:	No	0.53
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed:	No	0.53
INC000000515000	Deborah Graber	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	0.67
	Application Support - CATS IV	Joyce Witbeck	Workforce Services	Medium	Closed	TTR Missed:	No	0.67
INC000000515008	Phil Gammell	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.03
INC000000515035	Katherine Thomas	Application	Error	Contributions Automated Tax Sy		TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	0.09
INC000000515056	Kristy Callich	None	None	None		TIR Missed:	No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.40

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INC000000515066	Jim Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.86
INC000000515087	Paula Lange	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: Yes	6.06
INC000000515097	Marion Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000515105	Kiersten Nielsen	None	None	None		TIR Missed: No	0.14
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000515116	Ginger Humphrey	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515123	Jonathan R Fatz	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000515127	Kathryn Grover	Application	Password	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515131	Cecilia Giron	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515136	Debbie Sheldon	Application	Error	None		TIR Missed: No	0.09
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515139	Debbie Sheldon	Application	Error	Novell eDirectory		TIR Missed: No	0.08
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000515142	Happi Hansen	Application	Error	Utah Works		TIR Missed: Yes	2.16
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.16
INC000000515144	Elizabeth Shelton	Application	Error	Utah Works		TIR Missed: No	0.25
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000515149	Jenny Kehr	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000515152	Lauren Barker	Application	Error	Utah Works		TIR Missed: No	0.85
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000515167	Rowena York	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.05
INC000000515180	Peggy Killian	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000515196	Leslie Johnston	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.46

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INC000000515205	Brenda Johnson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000515220	Sheryl Benton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515221	Sam Williams	None	None	None		TIR Missed: No	0.62
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000515222	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000515229	Eden Johnson	None	None	None		TIR Missed: Yes	1.11
	Application Support - Data Warehot	Shana Woodall	Workforce Services	Low	Closed	TTR Missed: No	1.11
INC000000515233	Cathy Paiz	Application	Error	Computer Aided Drafting and Design		TIR Missed: No	0.29
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.24
INC000000515247	Cathy Maynard	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000515250	Eileen Schroeder	Application	Password	None		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515273	Chris Kamens	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000515304	Kathy Wendel	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000515307	Stacy Anderson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000515311	Christi Seger	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000515318	Kathleen Haile	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515322	Doris Adams	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515324	Sariah Hunt	Application	Error	Utah Works		TIR Missed: No	0.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000515328	Bevan Nelson	Application	Error	Utah Works		TIR Missed: No	0.16
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000515335	Leora Lopez	Application	Error	None		TIR Missed: Yes	1.03
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	1.03

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INC000000515353	Casey Maldonado	None	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000515354	Elizabeth Cheney	Application	Error	Utah Works		TIR Missed: No	0.16
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000515373	Vivian Holmes	Application	Error	Utah Works		TIR Missed: No	0.09
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.56
INC000000515374	Kristi Manseau	Application	Error	eFIND/eSHARE		TIR Missed: No	0.56
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000515383	Leta Bailey	Application	Error	Utah Works		TIR Missed: No	0.43
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.10
INC000000515390	Candice Goodwin	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000515405	Luis Gatica	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515455	Cathy Paiz	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000515466	Scott J Clark	None	None	None		TIR Missed: Yes	1.39
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	1.39
INC000000515481	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	2.05
INC000000515486	Anna Larson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515500	Kelly L Johnson	Application	Error	None		TIR Missed: No	0.31
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000515525	Clay Martin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515529	Nate Talley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000515550	Stacy Anderson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000515553	Amber Jackson	Network	Password	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000515565	Christopher Harris	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000515567	Patricia Oneil-Smith Application Support - Web Dev	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000515568	Debbie Sheldon Application Support - Web Dev	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000515570	Sarah Pickard Application Support - Web Dev	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000515591	Kayce Coker Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000515600	Lisa Murphy Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515610	Tanner Jensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515627	Lisa Murphy Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515634	Kuuipo Malungahu Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515641	Cynthia Barlow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515648	Debbie Sheldon Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.33
INC000000515651	Lesieli Maumau Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.23
INC000000515668	Loggins Merrill Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515672	Loggins Merrill Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515678	Connie E Tarver Application Services	Application Martin Gonzalez	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.65 2.74
INC000000515681	Bret Lucas Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515683	Diane Lovell Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.25 0.25
INC000000515684	Paula Ferrario Rural South Desktop Support	PC/Laptop Scott Jesienouski	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.09

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INC000000515686	Kathryn Grover Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.44
INC000000515713	Michelle Ann Pierson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	9.20 9.20
INC000000515754	Janet Jolley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515756	Janet Jolley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515757	David Busk Rural South Desktop Support	Network Doug Chaston	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515763	Sheryl Nisely Voice Operations	Telecom Romanza Hamblin Sorensen	Feature Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000515768	Kristi Lujan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.23
INC000000515836	Kacey Adams Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515840	Sariah Hunt Application Support - MyCase	Application Ilya Oyzerskiy	Error Workforce Services	Mycases Low	Closed	TIR Missed: No TTR Missed: No	0.68 0.68
INC000000515851	Sterling Bradshaw Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515869	Twila Anderson Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515883	Natalie Hendrickson Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515884	John Bowers Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515916	Michael Barrett Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000515926	Bonnie L Kelsey Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	1.26 1.36
INC000000515936	Nikki Holt Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000515943	Jolyn Bevan Metro A Help Desk	Application Liz Evans	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07

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INC000000515949	Colleen Jamison Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000515959	Jeanah Bahr Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.49 0.49
INC000000515982	Paula Ferrario Rural South Desktop Support	None Scott Jesienouski	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.21
INC000000515983	Joanie Alvarez Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000515985	Melissa Beagley Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000516032	Brian Peirce Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.09
INC000000516040	Robyn Thomas Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000516064	Kristie Mikstas Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.08
INC000000516075	Jocelyn Huish Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.92
INC000000516095	Sheryl Nisely Metro A Help Desk	Network Ed Conrad	Password Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000516111	Jackie Nielson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000516131	Chris Kamens Metro A Desktop Support	Application Edward Fortner	Password Workforce Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.44
INC000000516137	Brian Prettyman Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.34
INC000000516151	Todd Bauerle Help Desk	Network Julie VanBeekum	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516158	Ryan Betts Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000516181	Jenny Sweetland Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516183	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000516185	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516187	Cassy Hahn	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516188	John T Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516189	Seth Whitmill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516192	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516194	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516200	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516203	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516233	Dan Nelson	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516243	Rowena York	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000516247	Kim Hathaway	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000516259	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516260	Lynn Purdin	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000516265	Penni Dehaan	Application	Error	None		TIR Missed: No	0.02
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000516270	Field Smith	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000516283	Penni Dehaan	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.77
INC000000516305	David Egan	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.24

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INC000000516314	Doug Lusty	Network	Password	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000516320	Jennifer Doxey	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000516335	Gary Waters	Telecom	Coverage Path	Telephone		TIR Missed: No	0.11
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000516343	Kasandra Asay	None	None	None		TIR Missed: No	0.15
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000516348	Jeana Whitlock	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000516385	Stacy Eastman	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000516392	Stacy Anderson	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516393	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516403	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516408	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516413	Margo Weeks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516420	Margo Weeks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516426	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516430	Cassandra Pickle	Application	Error	Utah Works		TIR Missed: Yes	2.63
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.63
INC000000516431	Sheryl Benton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: Yes	24.81
INC000000516434	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516436	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000516443	Dan Nelson	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516445	Paul Fasig	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516452	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516455	Amber Johnston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000516480	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.60
INC000000516487	Wendy Horne	Telecom	Call Management	Telephone		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.56
INC000000516500	Kimberly Reyburn	Application	Error	Utah Works		TIR Missed: No	0.26
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000516505	Kayleen Hansen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516507	Todd Bauerle	Application	Error	Utah Works		TIR Missed: No	0.23
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000516511	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000516530	Olivia White	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000516556	Jolynn Badame	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000516579	Lisa Vongthongchit	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516610	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000516624	Tony Granados	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516630	Todd Neff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516652	Richelle Surplus	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000516693	Kathy Link	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	2.28
INC000000516699	Leyla Escobar	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516734	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516736	Cheryl Whitney	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516737	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516740	Colby Dalton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516741	Susan Taggart	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516742	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	2.73
INC000000516744	Richard Moysh	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516758	Edna Sanchez	Application	Error	Utah Works		TIR Missed: No	0.09
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000516760	Alyssia Minaya	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000516781	Sally Egbert	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	3.26
INC000000516805	Jillian Watkins	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000516821	Penni Dehaan	Application	Error	None		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000516851	Kathy Franson	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000516860	David Ashby	Telecom	None	None		TIR Missed: No	0.18
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000516861	Sokhan York	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.13

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INC000000516866	Lauren Barker	Application	Error	Mycases		TIR Missed: No	0.82
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000516874	Chad Elskamp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000516875	Nikki Holt	None	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	1.97
INC000000516890	Milton Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000516920	Helen Te'o	Application	Error	Utah Works		TIR Missed: Yes	1.20
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000516926	Kacey Adams	None	None	None		TIR Missed: No	0.15
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000516936	Darren Fox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516940	Mary Zorn	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.52
INC000000516943	David Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516957	Scott Teuscher	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000516958	Alicia Rodgers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000516966	Shauna Heil	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.14
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: Yes	6.12
INC000000516968	Lucy Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000516988	Whitney Warren	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000516991	Lori Jacobazzi	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000517053	Jackie Nielson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.88
INC000000517054	Cecilia Giron	None	None	None		TIR Missed: No	0.08
	Application Support - Web Dev	Christopher Schalk	Workforce Services	Low	Closed	TTR Missed: No	1.41

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INC000000517072	Doris Adams	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000517078	Angi Nielsen	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000517107	Alyssa Maciejewski	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000517111	Stella L Salazar	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.08
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	2.02
INC000000517134	Karen Quackenbush	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000517198	Dave Herrera	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517231	Michael Barrett	None	None	Microsoft Office Professional 20		TIR Missed: No	0.56
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000517243	Sherilyn Olsen	None	None	Microsoft Office Professional 20		TIR Missed: No	0.55
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000517247	Keith Collinwood	None	None	Microsoft Office Professional 20		TIR Missed: No	0.50
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000517252	Karen Hess	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000517263	Andy Stewart	None	None	Microsoft Office Professional 20		TIR Missed: No	0.40
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000517276	Justin Fowers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517304	Milton Olsen	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000517336	Mark Knold	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000517342	Milton Olsen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000517346	Shawna Gelhard	None	None	None		TIR Missed: No	0.73
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	7.51
INC000000517359	Emily Keller	Application	None	Gmail		TIR Missed: Yes	2.46
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	4.55

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INC000000517370	Debra Nordfelt	Wireless Connectivity	None	None		TIR Missed: No	0.68
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000517395	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517481	Cynthia Bedore	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000517503	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517555	Kimberly Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517568	Gill Johns-Young	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517586	Lori Jacobazzi	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000517605	Kenneth G Allen	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000517615	Lela King	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517618	Jenny Barrow	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517628	Georgina Bresnan	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.59
INC000000517633	Andy Stewart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000517653	Carol Jennings	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000517655	Ashley Riggelman	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000517664	Janice Nelson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000517668	Vanessa Washington	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000517678	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000517686	Dan Nelson	None	None	None		TIR Missed: No	0.36
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000517703	Tracy Schroeder	None	None	None		TIR Missed: No	0.20
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000517724	Elizabeth Carver	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000517746	Robert Moyer	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000517747	John Talcott	Application	None	Novell GroupWise		TIR Missed: No	0.12
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000517752	Lyle Ward	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000517755	Bryan Beckstrom	None	None	None		TIR Missed: No	0.90
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000517756	Margie Mohler	Application	Error	Utah Works		TIR Missed: Yes	1.01
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000517766	Mary Roybal	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000517773	Jane Randquist	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000517781	Patricia Rose	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000517822	Paula Lange	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000517841	Carmen Torres	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000517855	Cecilia Giron	Application	Error	None		TIR Missed: Yes	3.20
	Application Support - Web Dev	Christopher Schalk	Workforce Services	Low	Closed	TTR Missed: No	3.20
INC000000517872	Connie I Fowler	Application	Password	Kofax ImageControls		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000517874	Debbie Sheldon	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000517881	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000517896	Tiffany Hagen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517897	Selma Meono	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517912	Elaine Jensen	Application	None	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517921	Jody Sillitoe	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000517926	Chris Boyadjian	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517927	Rebecca Williams	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517946	Lisa Murphy	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000517960	Susan Weaver-Levet	PC/Laptop	Performance	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000517973	Melissa Beagley	Application	Error	Utah Works	TIR Missed: No	0.74
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.74
INC000000517980	Stacy Stenovich	None	None	None	TIR Missed: No	0.00
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low Closed	TTR Missed: No	3.13
INC000000518024	Sara Stoffers	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000518032	Jenine Wood	Network	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	1.01
INC000000518053	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000518056	Kim Auberger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000518057	Gill Johns-Young	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000518058	Gene Applonie	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000518062	Sally Egbert	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.59

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INC000000518065	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518075	Tamra Tyler	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518078	Patrick Concepcion	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000518089	Ron Wilkey	Application	Error	PGP		TIR Missed: No	0.41
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000518092	Debbie Torres	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518095	Karen Ellsworth	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518097	Mary Gehman-Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000518130	Rob Luckau	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518147	Gill Johns-Young	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000518193	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.30
INC000000518207	Gary Newren	None	None	None		TIR Missed: No	0.25
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000518214	Selma Meono	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.37
INC000000518229	Tiffany Cruz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	1.63
INC000000518249	Forest Turner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518252	Forest Turner	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518255	Forest Turner	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518267	Jerry Norton	Application	Error	Utah Master Directory		TIR Missed: Yes	1.07
	Capitol Hosting	Kyle Burkhardt	Workforce Services	Low	Closed	TTR Missed: Yes	6.34

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INC000000518271	Kerry Herrmann	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000518288	Jim Jensen	None	None	None		TIR Missed: No	0.80
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	2.60
INC000000518318	Kuuipo Malungahu	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000518344	Cheryl Bakker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000518345	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518360	Maria Dupaix	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518369	Sydney Christensen	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000518370	Breanna Stultz	Application	Error	Utah Works		TIR Missed: Yes	1.05
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.05
INC000000518380	Nancy Durrant	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518408	Bill Montague	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000518443	Anita Pedersen	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518445	Jeremy Knowlden	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518446	Michelle Mileski	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518447	Ashley Baker	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518457	Lisa Vongthongchit	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518463	Cindy Cutshall	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518465	Sylvia Pineda	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000518489	Connie I Fowler Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518501	Wendy Richards Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000518517	Carol Lowman Metro A Help Desk	Application Ed Conrad	None Workforce Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518524	Natalie Baird Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000518530	Kathryn Grover Voice Operations	Telecom Leon Owen	Call Management Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.29 1.60
INC000000518550	Rick Maners Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518553	Lisa Vongthongchit Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518573	Cheryl Bakker Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.72
INC000000518586	Lisa Vongthongchit Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000518605	Chris Boyadjian Help Desk	Application Vicky Marrelli	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518609	Chris Kunej Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000518624	Amber Johnston Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000518641	Joshua Hawkins Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518671	Janet Cole Rural Central Desktop Support	Application Ron LeBaron	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 1.36
INC000000518722	Lisa Lynn Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.82
INC000000518735	Lance Olsen Metro A Help Desk	Network Cindy Schroeder	Incident Workforce Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000518762	Chris Boyadjian Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Active Directory Low	TIR Missed: No TTR Missed: No	0.00 0.30

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INC000000518784	Whitney Warren	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	1.06
INC000000518792	Kay Hopkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000518793	Debbie Sheldon	Application	Error	None		TIR Missed: No	0.93
	Application Support - Web Dev	Justin Miller	Workforce Services	High	Closed	TTR Missed: No	0.93
INC000000518795	Jerry Norton	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518796	Shawna Gelhard	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518800	Reanna Yates	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518807	Jonathan R Fatz	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000518814	Nicola Stark	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518822	J G Bronson	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518828	Randi Bell	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518832	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000518834	Janet Butterfield	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000518839	Johnny Bedore III	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000518841	Sallie Muir	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000518843	Michelle W Christensen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000518845	Dustin Townsend	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000518866	Fran Cannard	Telecom	Call Management	Telephone		TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	5.45

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INC000000518876	Mike Cook	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518881	Stella L Salazar	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000518888	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518892	Kimberly Reyburn	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000518909	Connie I Fowler	Application	Error	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000518972	Colby Dalton	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518974	Tony Muscolino	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000518975	Dan Nelson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000519040	Dawn Lay	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519046	Jennifer Domenici	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519047	Marilu Uribe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519060	Jennifer Domenici	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	1.04
INC000000519068	Anita Kramer	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519082	Annette Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519090	Lisa Vongthongchit	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000519110	Joe Degennaro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519124	Janet Cole	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14

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INC000000519145	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000519181	Lana Mutz	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000519193	Spencer Garn	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519199	Jody Sillitoe	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.93
INC000000519224	Cristy Fielding	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519239	Liz Baker	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519249	Robert Chambers	PC/Laptop	Virus	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000519254	Jennifer Domenici	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519274	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	1.47
INC000000519278	Christy Cedarstrom	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	3.60
INC000000519293	Norman Nakamura	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000519299	Jennifer Domenici	Mobile Devices	Error	iPhone		TIR Missed: Yes	2.26
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	2.46
INC000000519305	Lynnette McKee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000519320	Melanie Merrill	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519345	Sarka Dever	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	4.48
INC000000519368	Verlin Christensen	Wireless Connectivity	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000519388	Joyce Burningham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000519395	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519427	Toni Sierra	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519463	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519466	Angela Ochoa	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519475	Leslie Johnston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.67
INC000000519482	Angela Ochoa	Application	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000519488	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519511	Chris Kunej	Telecom	Voice Mail	Telephone		TIR Missed: No	0.56
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.99
INC000000519514	Joann Wetzel	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.84
INC000000519517	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000519532	Merrill Black	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000519537	Brenda Duvall	Telecom	None	None		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.20
INC000000519574	Jennifer Herbert	None	None	None		TIR Missed: No	0.23
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000519586	Debra Nordfelt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000519656	Shawna Werner	PC/Laptop	Password	Microsoft Windows XP Professional		TIR Missed: No	0.13
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000519754	Tracy Harris-Belnap	Application	Error	FrontEnd		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000519769	Delana White	Application	Error	None		TIR Missed: Yes	11.60
	Capitol Hosting	Doug Law	Workforce Services	Low	Resolved	TTR Missed: Yes	11.60

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INC000000519810	Lisa Lynn	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000519827	Kathy Hopkinson	Application	Password	Utah Master Directory		TIR Missed: No	0.34
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000519828	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.28
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000519833	Tina Dunyon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519838	June Conn-Solomon	None	None	None		TIR Missed: Yes	10.78
	Capitol Hosting	Doug Law	Workforce Services	Low	Resolved	TTR Missed: Yes	10.78
INC000000519843	Vivian Brown	Application	Error	Utah Works		TIR Missed: No	0.62
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.62
INC000000519884	Vivian Brown	Application	Error	Utah Works		TIR Missed: No	0.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000519905	Dorothy Williams	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	2.60
INC000000519911	Alfredo Travassos Jr	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	2.61
INC000000519944	Dorothy Williams	None	None	None		TIR Missed: No	0.18
	Application Services	Paul Lundell	Workforce Services	Low	Resolved	TTR Missed: No	3.38
INC000000519965	Lane London	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519966	Derrek Larson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519967	Marianne Turner	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519968	Josie Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519969	Maria Crosby	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519970	Renee Crayton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519972	Jennifer Jensen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000519974	Sue Allred	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519975	Clo Towers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519976	Alisha Baker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519977	Julie Aa Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519978	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519979	Lillie Coleman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519981	Lisa Arnold	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519982	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519983	Emily Keller	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519985	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519986	Leslie Henderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519988	Bryce Booth	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519989	Tiffany Cruz	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519990	Teresa Gonzales	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519992	Michael W Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519993	Sally Egbert	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519995	Jamie Ness	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000519996	Lynnette McKee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519997	Mario Kljajo	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519998	Melanie Decker	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000519999	Craig Emmett	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520001	Heather Kelsey	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520003	David Egan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520005	Pamela McIntyre	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520006	Tajana Fejic	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520008	Todd Neff	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520010	Tracie Spears	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520012	Osman Ahmed	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520013	Carlos Vargas	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520014	Michael Dillingham	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520015	Melissa Schneller	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520016	Carmen Torres	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520017	Rhonda Shah	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520018	Jessica Applegate	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000520019	Jenny Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520020	Phillip Redlinger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520021	Chuck Richardson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520022	Iris Sutton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520023	Luis Mejia	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520025	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520026	Steven Clark	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520027	Anna Dart	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520028	Giselle Jackson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520029	Paula Lange	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520030	Miguel Gonzalez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520031	Kathy Richards	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520049	Jodi Visarraga-Florreich	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520054	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520055	Debbie Westbroek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520058	Cindi Nay	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520062	Cindy Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000520075	Lecia Langston Rural South Desktop Support	Network Scott Jesienouski	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520084	Wendy Rosenthal Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520089	Cathy Swain Metro A Hosting	Application Keith Scholl	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520093	Paula Rigby Network Operations	Application Dave Bodily	Error Workforce Services	DWS Web Low	TIR Missed: No Resolved TTR Missed: Yes	0.00 57.20
INC000000520110	Stephanie Kearns Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520117	Lynn Thomas Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Incident Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.08 0.42
INC000000520125	David Egan Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.13
INC000000520144	Leora Lopez Application Support - MyCase	Application Ilya Oyzerskiy	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.63 0.63
INC000000520160	Elizabeth Cheney Application Support - MyCase	Application Ilya Oyzerskiy	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520165	Connie I Fowler Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.27
INC000000520183	Tom Turley Application Support - MyCase	Application Ilya Oyzerskiy	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520204	Shannon Charlson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Active Directory Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520208	Kuuipo Malungahu Metro A Desktop Support	Application Adam Staks	Password Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21
INC000000520212	Renee Crayton Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.19
INC000000520232	Chris Holman Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	DWS Intranet Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.23
INC000000520233	Jon Baty Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.08
INC000000520235	Kasandra Asay Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000520243	Edna Sanchez	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.50
INC000000520248	Bonnie L Kelsey	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.33
INC000000520259	Zenaida Martinez	None	None	None	TIR Missed: Yes	3.34
	Application Support - Web Dev	Justin Miller	Workforce Services	Low Resolved	TTR Missed: No	3.34
INC000000520262	Barbara Croft	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.03
INC000000520264	Yalonda House	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Resolved	TTR Missed: No	0.57
INC000000520269	Jerry Norton	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low Resolved	TTR Missed: No	
INC000000520287	Rachelle Rypien-Walker	Application	Error	Avaya CentreVu Supervisor	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000520290	Peggy Barton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000520295	Leonardo A Gramajo	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.03
INC000000520298	Karen Shepherd	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low Resolved	TTR Missed: No	
INC000000520304	Aly Scovil	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low Resolved	TTR Missed: No	
INC000000520306	Robin Mackelprang	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low Resolved	TTR Missed: No	
INC000000520307	Lauri Green	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low Resolved	TTR Missed: No	
INC000000520310	Stacey Joos	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.11
INC000000520311	Gilda Castillo	Remote Connectivity	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.04
INC000000520327	Debbie Sheldon	None	None	None	TIR Missed: No	0.00
	Application Support - Web Dev	None	Workforce Services	Low Resolved	TTR Missed: No	
INC000000520342	Cassidy Carter	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.20

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INC000000520345	Rachele Donathan Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000520386	Lynn Thomas Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.23 0.82
INC000000520400	James Stavros Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Avaya CentreVu Supervisor Low	TIR Missed: No TTR Missed: No	0.18 5.66
INC000000520414	Patricia Oneil-Smith Application Support - Web Dev	None None	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000520432	Gary Williams Application Support - Web Dev	None None	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000520434	Wendy Macis Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.89
INC000000520451	Roseanna Bills Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.59 0.61
INC000000520452	Melissa Atkin Application Support - Web Dev	None None	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000520464	Ler Wah Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.16 3.41
INC000000520468	Mary Martinez Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Paper Jam Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000520470	Lisa Zaugg Application Support - Web Dev	None None	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000520478	Roseanna Bills Metro A Help Desk	Application Ed Conrad	None Workforce Services	Mycases Low	TIR Missed: No TTR Missed: No	0.20 0.25
INC000000520489	Jolynn Badame Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.32 0.81
INC000000520494	Jennifer Wright Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.00 0.54
INC000000520496	Brie Lenhart Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.23 0.69
INC000000520507	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000520509	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000520511	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520513	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520519	Chris Frederickson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520526	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520528	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520530	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520546	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520547	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520551	Valentine Mukundente	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000520552	Carrie Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520604	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520614	Amanda Hopp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520638	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520643	Jefferson McClellan	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520646	Lori Montague	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000520663	Sylvia Pineda	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520675	Anthony Baker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	1.61

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INC000000520676	Penni Dehaan	None	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000520692	Debra Joan Norton	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000520715	Vanessa Lindquist	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000520732	Jenny Sweetland	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	1.97
INC000000520739	Anthony Baker	Application	Password	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520740	James Mitchell	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.83
INC000000520751	Jim Jensen	Telecom	Hardware	Telephone		TIR Missed: No	0.12
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	3.27
INC000000520783	Mary Gehman-Smith	Telecom	Dial Tone	Telephone		TIR Missed: No	0.08
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.50
INC000000520833	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520836	Sylvia Pineda	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520860	Carrie Peterson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520862	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520922	Laurel Morris	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520924	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000520940	Kathy Martinez	None	None	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520946	Scott Jensen	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	1.69
INC000000520956	Penni Dehaan	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolcom	Workforce Services	Low	Resolved	TTR Missed: No	3.07

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INC000000520961	Jim Jensen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520974	Anna Larson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000520985	Shane Ross	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000520990	Casey Erickson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000520991	Diana Apperson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Resolved	TTR Missed: No	2.35
INC000000520995	Reyna Romero	Application	Error	Utah Works		TIR Missed: No	0.17
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000521001	Mary Martinez	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	2.09
INC000000521010	Seth Niederhauser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521011	Linda Larsen	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521023	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521027	Jennifer Domenici	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000521052	Dana Simper	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Jared Thompson	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000521055	Leigh Page	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: Yes	9.58
INC000000521058	Melissa Romero-McKean	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.31
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.99
INC000000521068	THOMAS MESSENGER	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521071	Heather Sawley	Telecom	Hardware	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000521107	Jim Jensen	None	None	None		TIR Missed: No	0.38
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.39

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INC000000521115	Yvette Woodland Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521122	Jodie Ward Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521137	Daniel Felts Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.37 1.91
INC000000521147	Debbie Torres Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521160	Kiersten Nielsen Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.66
INC000000521199	Kathy Hopkinson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521229	Debbi Class Application Support - DBA	None Eric Swain	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000521259	Vanessa Mann Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521268	Lisa Murphy Operations Production Control	Application Duane Hardy	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	0.46 4.06
INC000000521274	Jason Miller Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Visio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000521277	Jason Miller Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000521290	Michele Cuburu Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000521317	Galina Greer Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521330	Colleen Gearheart Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521350	Mary Martinez Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521373	Kathryn Grover Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000521379	Oscar Molina Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.24

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INC000000521405	Kathy Koller Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.24
INC000000521409	Chris S Allen Metro C Help Desk	None Reed Stohel	None Workforce Services	Adobe Reader Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521467	Melissa Atkin Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes Resolved TTR Missed: No	1.48 1.48
INC000000521472	Staci Byers Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521475	Kris Bradley Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521480	Ashley Baker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521486	Delana White Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.10 0.10
INC000000521493	Brooke Coster Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.65 1.56
INC000000521521	Amy Bethel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521534	Lanelle Windley Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.07 0.07
INC000000521541	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521556	Marilyn Fischer Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Web Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521606	Bonnie L Kelsey Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000521643	Chris Gordon Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.08 0.85
INC000000521660	Gloria De Vaca Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.19 0.19
INC000000521666	Mandy Blauer Network Operations	Remote Connectivity Brian Chatwin	Performance Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.88
INC000000521697	Chris Cook Rural Central Desktop Support	Print/Copy/Scan/Fax Jeremy Standifird	Error Code Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.55

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INC000000521700	Christopher Durbin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521703	Shallen Kimber	None	None	None		TIR Missed: No	0.45
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000521704	Brian Prettyman	Application	Error	Novell GroupWise		TIR Missed: No	0.44
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000521716	Kaylee Ashdown	Server	Error	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000521720	Rebecca Weston	None	None	None		TIR Missed: No	0.22
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000521820	Fran O'Hare	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	2.23
INC000000521823	Doyle Bender	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: Yes	6.28
INC000000521847	Kaylee Ashdown	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521868	Kaylee Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000521870	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521877	Mandy Blauer	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	1.70
INC000000521893	Lara Rudloff	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000521904	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521919	John Dietrich	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000521932	Kathy Guymon	Application	Error	Utah Works		TIR Missed: No	0.13
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.50
INC000000521941	Melauni Jensen	Application	Password	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	6.87
INC000000521947	Jennifer Owens	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.07

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INC000000521966	John Dietrich	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.65
INC000000521973	Valentine Mukundente	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000521991	Debra Mace	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000522040	Sergio Bernabeu	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000522061	Kirsten Heaton	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000522066	John Dietrich	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.80
INC000000522119	Glen Nickerson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	2.21
INC000000522121	CindaLee Hall	None	None	None		TIR Missed: No	0.49
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	2.21
INC000000522139	Leigh Page	Telecom	None	None		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	2.66
INC000000522166	Toni Sierra	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000522172	Alan Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Resolved	TTR Missed: No	0.50
INC000000522204	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.56
INC000000522210	June Conn-Solomon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.46
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000522236	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522243	Sherri Valenti	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000522263	Lora Braden	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000522265	Dave Brown	Application	Error	Gmail		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.35

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INC000000522279	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522323	Jacki Andrew	Application	Error	Utah Works		TIR Missed: No	0.48
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000522333	Darijana Kovacevic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000522434	Susana Acero	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000522440	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522498	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.54
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.74
INC000000522505	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522507	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522511	Darijana Kovacevic	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522527	Stacy Stenovich	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	1.05
INC000000522549	Lori Calvert	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522582	Lela King	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522583	Cliff Whatcott	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522630	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522656	Sara Hudgins	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522657	Lisa Lynn	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000522666	Edna Sanchez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000522676	Yvonne Krause	Application	Error	Utah Works		TIR Missed: Yes	1.39
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.26
INC000000522679	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522680	Lillie Coleman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000522682	Kathryn Grover	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000522689	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522691	Mike Cook	Application	Error	State Payroll System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522737	Edna Sanchez	None	None	None		TIR Missed: No	0.70
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000522742	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522747	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522748	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522750	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000522769	Carol Thornhill	Application	Error	Microsoft Office Word Viewer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000522772	Perry Colette	Application	Error	Content Manager		TIR Missed: No	0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.55
INC000000522781	Ashley Baker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000522783	Jeff D Rasmussen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000522788	Janice Bitsoie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000522807	Katherine Pace	Application	Error	Utah Works		TIR Missed: No	0.71
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	2.33

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INC000000522853	Randi Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000522859	Janean Justham	Application	None	Content Manager		TIR Missed: No	0.00
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000522911	Ryan Budge	Application	Reporting	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000522970	Michelle Mileski	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000522971	Jessica Ankenbauer	None	None	None		TIR Missed: Yes	1.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	1.22
INC000000522977	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.69
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.69
INC000000522990	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523015	Carol Lowman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523039	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000523040	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000523041	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000523042	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000523043	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000523044	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523046	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523047	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523048	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.07

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INC000000523049	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523051	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523053	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523061	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523092	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.42
INC000000523093	Katie Lee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523095	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523096	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523098	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523102	Lisa Vongthongchit	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523103	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523104	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523266	Paula Johns	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523270	Patricia Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523272	Mandy Blauer	Network	Incident	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523281	Michael Wride	Application	Error	None		TIR Missed: Yes	1.17
	Application Support - UI Web	Eric Hardy	Workforce Services	Low	Resolved	TTR Missed: No	2.48
INC000000523285	Jenica Sheldon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000523290	Scott Butterfield	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523295	Sheryl Benton	Remote Connectivity	Performance	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.50
INC000000523305	Shane ODell	None	None	None	TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523308	Stacy Eastman	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523313	Gary Gibbs	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.26
INC000000523321	Alexandra Nigh	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000523323	Vicki Fenton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523326	Eileen Schroeder	Application	Password	Contributions Automated Tax Sy	TIR Missed: No	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.25
INC000000523337	Randi Carter	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000523339	Lisa A Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000523357	Chris Baker	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.24
INC000000523383	Maria Dupaix	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523384	Jason Teuscher	Application	Password	Employee Gateway	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523396	Sylvia Pineda	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523402	Robert Chambers	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.17
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.19
INC000000523408	Bradley Salmond	None	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	4.62
INC000000523418	Shontelle White	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000523428	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523438	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523448	Christina Lloyd	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000523459	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523460	Valentine Mukundente	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523470	Sherry Bird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000523492	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523494	Jan Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000523496	Robert Kelley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000523506	Shawn Mansell	Application	Error	Utah Works		TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000523511	Lynn Adams	None	None	None		TIR Missed: No	0.14
	Application Support - UI Web	Brandon Woolsey	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000523522	George Aguilar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523527	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523573	Jason Allcott	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523574	Jonathan Simmons	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523599	Peggy Shay	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000523605	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000523617	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523635	Sherra Lynn Westover	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523657	Mirela Krkic	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000523727	Anna Larson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000523734	Lela King	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523735	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523741	Alice Edman	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000523748	Dawn Steinike	Network	Error	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000523763	Christina Lloyd	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000523776	Audrey M Curtis	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000523819	Clo Towers	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Resolved	TTR Missed: No	4.15
INC000000523838	Paul Elliott	Application	Password	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523849	Kent Manning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000523851	Patricia Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000523856	Karin Allen	Application	Error	Utah Works		TIR Missed: No	0.20
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000523859	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.97
INC000000523861	Karin Allen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11

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INC000000523884	Martin Aguero	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523900	Kelly E Rees-Maw	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523901	Kelly E Rees-Maw	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523905	Carol Hansen	None	None	None	TIR Missed: No	0.64
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	0.64
INC000000523914	Tracy Harris-Belnap	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.13
INC000000523924	Ashley Johnson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000523929	June Conn-Solomon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524012	Heather M Williams	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524042	Deeann Marroquin	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.03
INC000000524053	Heather Sawley	Telecom	Hardware	Telephone	TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Resolved	TTR Missed: No	0.59
INC000000524073	Sylvia Pineda	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	0.12
INC000000524104	Jacqueline Parker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524106	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524127	Lela King	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524131	Lyndie Thornton	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524136	Rebecca Hatch	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000524137	Terri Waters	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000524139	Lela King	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524141	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524147	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524201	Anita Pedersen	Application	Error	None		TIR Missed: No	0.00
	Application Support - Data Warehot	Blaine Campbell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524216	Cathy Swain	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524223	Cathy Swain	PC/Laptop	Error	None		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Resolved	TTR Missed: No	1.03
INC000000524241	Karen Quackenbush	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Medium	Resolved	TTR Missed: No	0.99
INC000000524241	Karen Quackenbush	None	None	None		TIR Missed: No	0.82
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Medium	Resolved	TTR Missed: No	0.99
INC000000524247	Cindy Cutshall	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.78
INC000000524250	Steven Coray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524273	Garrett Mcdermont	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000524309	Pamela McIntyre	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000524323	Lela King	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524352	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524353	Rebecca Hatch	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524356	Susan Weaver-Levelt	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000524365	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000524371	Tim Olson	Application	Error	Utah Works		TIR Missed: No	0.20
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.98
INC000000524374	Steven Coray	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524379	Lida Khoshal	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	3.74
INC000000524397	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524402	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524410	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524412	Daniel Felts	Application	Error	Utah Works		TIR Missed: Yes	1.88
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.88
INC000000524413	Jaime Kaneshiro	Application	Error	Utah Works		TIR Missed: Yes	1.74
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.74
INC000000524415	Colleen Jamison	Application	Error	Utah Works		TIR Missed: Yes	1.74
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.74
INC000000524422	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000524427	Nate Talley	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000524431	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524452	Sandy Terry	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524477	Lida Khoshal	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.65
INC000000524481	Rebecca Bell	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000524492	Anthony Baker	Application	Error	Utah Works		TIR Missed: Yes	1.16
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.16
INC000000524520	Diana Apperson	Application	None	None		TIR Missed: No	0.14
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	3.73

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INC000000524521	Terry L Banks	Application	None	None		TIR Missed: No	0.12
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	3.74
INC000000524533	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524536	Kimmi Lam	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.67
INC000000524538	Kent Manning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	3.42
INC000000524546	Darijana Kovacevic	Application	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000524566	Kent Manning	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	1.21
INC000000524578	Elizabeth Shelton	Application	Error	Utah Works		TIR Missed: No	0.29
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000524581	Bethany Oporto	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524606	Tara Hodges	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524629	Barbara Andersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524633	Jodi Visarraga-Florreich	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.80
INC000000524635	Kathryn Morrow	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.71
INC000000524636	Cindy Gillespie	PC/Laptop	Performance	None		TIR Missed: No	0.21
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000524639	Christina Lloyd	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000524667	Jonathan R Fatz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524677	Dyanna Butterworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524711	Amy Bingham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.97

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INC000000524718	Mitchell Kamens	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000524722	Colleen Johnson	Application	Error	Utah Works		TIR Missed: No	0.31
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.80
INC000000524723	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524726	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524733	Tracie Spears	None	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000524740	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524752	Dallin Rempp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524825	Zenaida Martinez	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000524826	Janet Jolley	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000524870	Gaye Moody	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000524886	Mariessa Turner	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000524909	Juan Flores	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524916	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524917	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000524928	Stacy Anderson	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525027	Mark Allen Peterson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000525037	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000525040	Tamra Tyler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000525075	Zenaida Martinez	None	None	None		TIR Missed: No	0.08
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.50
INC000000525078	Suellen Michel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000525079	Victor Layton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525100	Christina Lloyd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000525137	Joe Degennaro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525156	Rowena York	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000525175	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000525184	Connie Smith	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525194	Steven Coray	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000525195	Janet Butterfield	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525196	Blaine Cook	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Jared Thompson	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000525203	Lisa Arnold	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000525235	Adam Workman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000525243	Adam Workman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525272	Scott Hawkes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525282	Wendi Jo Knighton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000525291	Deborah Hamlett	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000525316	Debbie Westbroek	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525363	Shelley Esplin	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525375	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525378	Chris Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525392	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525471	Julie Godfrey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525488	Tyrone Bonner	Application	Password	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000525527	Sheila Oelerich	Telecom	Voice Mail	Telephone		TIR Missed: No	0.48
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000525554	Kathy Richards	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.66
INC000000525588	Sallie Muir	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525592	Tracy Harris-Belnap	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000525608	Marilyn Martello	None	None	None		TIR Missed: No	0.31
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000525614	Rene Christensen	Application	Error	Utah Works		TIR Missed: No	0.82
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.93
INC000000525615	Diane VanWagoner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000525618	Lanelle Windley	None	None	None		TIR Missed: No	0.23
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000525622	Gerald Gappmayer	None	None	None		TIR Missed: No	0.14
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.17

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INC000000525635	Wendy L Smith	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.28
INC000000525653	Nancy Galt	Telecom	Voice Mail	Telephone	TIR Missed: No	0.37
	Voice Operations	Gail Christiansen	Workforce Services	Low Resolved	TTR Missed: No	0.37
INC000000525664	THOMAS MESSENGER	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000525677	June Conn-Solomon	Application	Error	None	TIR Missed: No	0.35
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low Resolved	TTR Missed: No	0.35
INC000000525721	Cathy Paiz	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000525791	Chris Williams	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000525795	Nikki Holt	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000525824	Stacy Anderson	PC/Laptop	Error	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Resolved	TTR Missed: No	0.00